

Public Notice DA 12-1187

CG Docket No. 03-123

Telecommunications Relay Services (TRS)



Application for Renewal of Current Certification

**Commonwealth of Virginia
Department for the Deaf and Hard of Hearing**

For the Period July 26, 2013 – July 25, 2018



COMMONWEALTH of VIRGINIA

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October 1, 2012

Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW, Room 3-C418
Washington, D.C. 20554

Section 51.5-115 of the *Code of Virginia* designates the Virginia Department for the Deaf and Hard of Hearing (VDDHH) as the oversight agency for telecommunications relay services within our great Commonwealth. With the cooperation and support of the Virginia Relay Advisory Council, we work diligently to ensure our citizens are provided with the latest in relay technology and with the highest quality of relay services. As Director of VDDHH, I am pleased to submit our application for renewal of state certification for our telecommunications relay service program, better known as Virginia Relay.

Since 1991, Virginia has provided traditional relay services from a dedicated, in-state center operated by AT&T. After a two-year trial, unlimited captioned telephone services began in Virginia in 2004. Hamilton Relay is our current captioned telephone provider. Documentation for renewal of our state certification for traditional relay services, including speech-to-speech relay, and captioned telephone services is presented in separate sections of our application.

We appreciate the support of the FCC's Consumers and Governmental Affairs Bureau and the guidance of the Disability Rights Office in making Virginia Relay a continued success. All questions concerning this application should be directed to VDDHH staff member Clayton E. Bowen at clayton.bowen@vddhh.virginia.gov or at (804) 662-9704, voice/tty.

Sincerely,

A handwritten signature in blue ink that reads "Ronald L. Lanier".

Ronald L. Lanier

**Application for Renewal of Current Certification
Commonwealth of Virginia, Department for the Deaf and Hard of Hearing**

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Introduction

This is an application on behalf of the Commonwealth of Virginia submitted by the Virginia Department for the Deaf and Hard of Hearing to have the Virginia Relay Service and Program re-certified under the regulations set forth under 47 C.F.R. § 64.605; 47 U.S.C § 225(c) and (d)(3)(B). The Commonwealth of Virginia was last certified for the time period beginning July 26, 2007. Official notices, documentation and correspondence related to this application should be directed to:

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State Relay Program Background

At the request of consumer advocacy groups, the 1989 Virginia General Assembly drafted and approved House Joint Resolution 272. This legislative document directed the Virginia Department for the Deaf and Hard of Hearing (VDDHH) and the Virginia State Corporation Commission (SCC) to study the future of Message Relay Services, later called Telecommunications Relay Services (TRS), in the Commonwealth. Based on the ensuing study, legislation was passed in 1990 that empowered VDDHH, with the technical assistance of the SCC, to provide and operate TRS for all text telephone users in the Commonwealth. Over twenty-two years later, TRS in Virginia is known as simply Virginia Relay.

Because there were no federal requirements or regulations concerning TRS in 1990, the original legislation established minimum service standards that prevented any limitations or restrictions that were not applicable to voice users of the telephone network. The legislation also included minimum answer rates and provided for adequate facilities and personnel to ensure calls were relayed accurately.

With the advent of Voice Carry-Over (VCO) calls, this *Code* section was amended in 1992 to allow for technological advances and addition of new relay features. This amended language later became the basis for a two-year trial of enhanced VCO (captioned telephone) service beginning in 2002.

In 2006, the Virginia General Assembly passed House Bill 568 which changed the funding source for the state's relay services from the original surcharge on all residential and business lines in the state to a new communication tax effective January 1, 2007. Collected by the Virginia Department of Taxation, the new tax is applied to all landlines, wireless, internet phone,

cable, and satellite services in Virginia. While the Communications Tax supports numerous state activities, those funds designated for relay services are now received and directly administered by VDDHH.

Copies of the related Sections of the Code of Virginia appear as Appendix 1.

TRS Contract Status

As a result of the original legislation, a Request for Proposals (RFP) was issued by VDDHH in 1990. An initial contract was signed in the fall of that year with AT&T for a relay center to be established in Norton, an economically disadvantaged area of the state. Over the next few years, both the Virginia General Assembly and VDDHH recognized the advantages of operating a dedicated, in-state center in an area of the state where there are few employment opportunities and low employee turnover. In 1996, the General Assembly passed associated budget language authorizing relay operations to remain in Norton. Ensuing RFP negotiations resulted in long-term contract agreements with AT&T to maintain the Norton center.

Our current contract with AT&T was established August 1, 2011 for an initial three-year period with options for four, one-year extensions. Under the terms of the agreement, AT&T provides traditional (TTY-based) TRS and Speech-to-Speech (STS) service from the Norton center, with Spanish Relay and Service Recovery provided through other AT&T call centers located within the United States.

A copy of our current AT&T contract appears as Exhibit A.

Captioned Telephone Contract Status

At the request of the Virginia Relay Advisory Council, VDDHH began a two-year trial of captioned telephone services in 2002. The initial trial was limited to 150 participants who received an associated device at no charge. Due to the success of the trial and the interest in the new service by consumer advocacy groups, a related RFP was issued in 2003 that resulted in a long-term contract for unlimited captioned telephone services.

Our current contract with Hamilton Relay was established April 1, 2011 for an initial three-year period with the option for four, one-year renewals. Under the terms of the agreement, Hamilton Relay provides analog-based captioned telephone service through a combination of national CapTel® call centers and its own call centers, all located within the United States.

A copy of our current Hamilton Relay contract appears as Exhibit B.

The Virginia Relay Advisory Council

During the 2001 General Assembly, Virginia Relay consumers sought passage of legislation to establish an advisory group for telecommunication relay services. Recognizing the importance of the issues raised, the Virginia Department for the Deaf and Hard of Hearing (VDDHH) worked with the Secretary of Health and Human Resources, the State Corporation Commission (SCC), legislators, and a roundtable of consumers to administratively establish such a group within our agency. During the fall of 2001, this advisory group held its first meeting and became known as the Virginia Relay Advisory Council (VRAC).

Since that first meeting, the Council established by-laws, elected competent officers, and worked closely with VDDHH to establish an on-going educational and outreach campaign for Virginia Relay. The Council also assists VDDHH with the oversight of the current relay contracts and serves as a consumer-based focus group for development and testing of all new relay features and services.

The success of the VRAC has been due in large part to the diversity of its membership and their representation of a cross-section of relay users. Membership includes representatives from the Virginia Association of the Deaf (VAD), the Association of Late Deafened Adults (ALDA), the Virginia Association of Deaf Blind (VADB), a Center for Independent Living (CIL), the Speech and Hearing Association of Virginia (SHAV), and a Virginia chapter of the Hearing Loss Association of America (HLAA). Individuals who serve on the Council also include a Captioned Telephone user, a Voice Carry Over user, a Speech-to-Speech relay user, an Internet Relay user, a Video Relay user, and two hearing individuals that regularly use Virginia Relay. In addition to these members, representatives from VDDHH and the current relay contractors also participate in the Council meetings as non-voting members.

A copy of the VRAC by-laws appears as Appendix 2.

Trial of Speech to Speech Relay with Video Assist (Vid-STS)

In cooperation with AT&T, Virginia Relay began an extended trial of an enhanced Speech to Speech Relay service in the Spring of 2012. Similar to standard STS calls, specially-trained Communication Assistants (CA) in the Virginia Relay center establish a video connection with the STS user. This auxiliary connection benefits the CA by being able to see the facial expression, mouth and lip movements, and other visual cues of the STS user. All other FCC standards of the STS call are followed, including protection of the CA's identity. Vid-STS calls require the STS user to have a hands-free phone, webcam, and high-speed internet connection. Users are also required to establish a STS Profile (see page 45) and a SKYPE account before using the new service.

To place a Vid-STS call, the STS relay user, using a landline or cell phone with a speaker, dials the Virginia Relay Center using 7-1-1 or the dedicated STS number. After a standard audio connection is made by phone, the Vid-STS CA initiates a one-way connection to the STS user's

SKYPE account. To maintain confidentiality, the Vid-STS user sees only a graphic representation of the CA. Once the audio and video connections are established, the call proceeds like a standard STS call.

Initial feedback for both trialists and Vid-STS CAs has been overwhelmingly positive. While there have been intermittent concerns over the stability of the SKYPE connection, the overall success and efficiency of Vid-STS calls has been clearly demonstrated. Virginia Relay will be working with AT&T over the coming months to evaluate this enhanced form of STS for a standard offering for all Virginia STS relay users.

Section I



Traditional Relay Services Speech to Speech Relay Services

In partnership with



Questions or concerns related to the technical, operational or functional requirements of this application may be directed to:

**Gail Sanchez
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Chicago Heights, IL 60411
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The following chart provides a checklist of the FCC Mandatory Minimum Standards current as of December 13, 2012 as listed on the FCC website at <http://transition.fcc.gov/cgb/dro/4regs.html> and as provided by AT&T.

§ 64.604 Mandatory minimum standards.	Traditional TRS
(a) Operational Standards	
(1) Communications assistant	MEETS
(2) Confidentiality and conversation content	MEETS
(3) Type of calls	MEETS
(4) Emergency call handling requirements	MEETS
(5) STS called numbers	MEETS
(6) Visual privacy screens/idle calls.	n/a
(7) International calls.	MEETS
(b) Technical Standards	
(1) ASCII and Baudot	MEETS
(2) Speed of Answer	MEETS
(3) Equal access to interexchange carriers	MEETS
(4) TRS Facilities	MEETS
(5) Technology	MEETS
(6) Caller ID	MEETS
(c) Functional Standards	
(1) Customer Complaints	MEETS
(2) Contact persons	MEETS
(3) Public access to information	MEETS
(4) Rates	MEETS
(5) Jurisdictional separation of costs	MEETS
(6) Complaints	MEETS
(7) Treatment of TRS customer information	MEETS

FEDERAL COMMUNICATIONS COMMISSION
TRS TECHNICAL STANDARDS
Current as of December 13, 2011

§64.604 Mandatory Minimum Standards

(b) Technical standards —(1) ASCII and Baudot. TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.

The Virginia Relay Center is equipped with all necessary telecommunications equipment and software capable of full and normal communication with inbound callers and outbound called parties compatible with relay equipment commonly used and at speeds generally used. This includes support for TTY, voice, and computer users via these protocols: voice (inc. STS), public switched network TTY, Baudot TTY, TurboCode[®], ASCII Computer, and ASCII. The Virginia Relay Service equipment automatically adjusts to match the protocol and speed of the TRS user's equipment. No manual intervention by the CA is required for the relay system to effectively communicate with the TRS user.

(2) Speed of answer. (i) TRS providers shall ensure adequate TRS facility staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

The Virginia Relay Service provider is required to ensure that CAs are available to respond to the projected calling volumes based on hour of day, day of week, and month of year. The provider utilizes historical calling volumes and trends to project the number of CAs required on any given day and at any given hour. Intraday adjustments are made as needed to respond to unexpected changes in call volume projections.

Additionally, average length of call, average session minutes, average conversation minutes, and average CA work time are all used to project the number of CAs required to meet the projected call volumes.

As part of the monthly reporting process, the provider is required to prepare and submit a detailed report that provides evidence of their success in meeting this requirement for staffing.

(ii) TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS facility's network. A TRS facility shall ensure that adequate network facilities shall be used in

conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

As part of the contract requirements, the Virginia Relay Service provider is required to prepare and submit, on a monthly basis, a report that provides evidence of meeting the 85% of calls answered within 10 seconds service level on a daily basis. Penalties may be assessed for failure to meet the service level requirement. Generally, more than 95% of callers are serviced in less than 10 seconds.

The Virginia Relay Center has adequate network facilities to meet the requirement of the P.01 standard for call blocking. ASA and call blocking on a daily and monthly basis is provided in the monthly reports provided by the relay provider.

(A) The call is considered delivered when the TRS facility's equipment accepts the call from the local exchange carrier (LEC) and the public switched network actually delivers the call to the TRS facility.

The Average Speed of Answer for Virginia Relay is measured from the time the call is accepted by the provider's equipment regardless of whether the call originated through the public switched network, a wireless network or a Voice Over IP network.

(B) Abandoned calls shall be included in the speed-of-answer calculation.

The Virginia Relay Service contract requires the provider to include abandoned calls in calculating the speed of answer on a daily basis. A monthly report is generated and provided to the state each month which reflects the number of abandon calls to the relay service.

(C) A TRS provider's compliance with this rule shall be measured on a daily basis.

Evidence of compliance with this rule is provided each month as part of the monthly reporting requirements. The report measures the actual speed of answer level on a daily basis.

(D) The system shall be designed to a P.01 standard.

The circuits used for the Virginia Relay Service are ISDN MegaCom 800, which will transverse on the Software Defined Network (SDN) within the AT&T telecommunications architecture. These circuits comply with a grade-of-service of P.01, which provides a functionally equivalent probability of a fast busy as one might encounter on the overall voice network.

(E) A LEC shall provide the call attempt rates and the rates of calls blocked between the LEC and the TRS facility to relay administrators and TRS providers upon request.

Both the State of Virginia and the contracted relay provider understand that the LEC is required to provide call attempt rates and rates of calls blocked between the LEC and the Virginia Relay Service facility upon request.

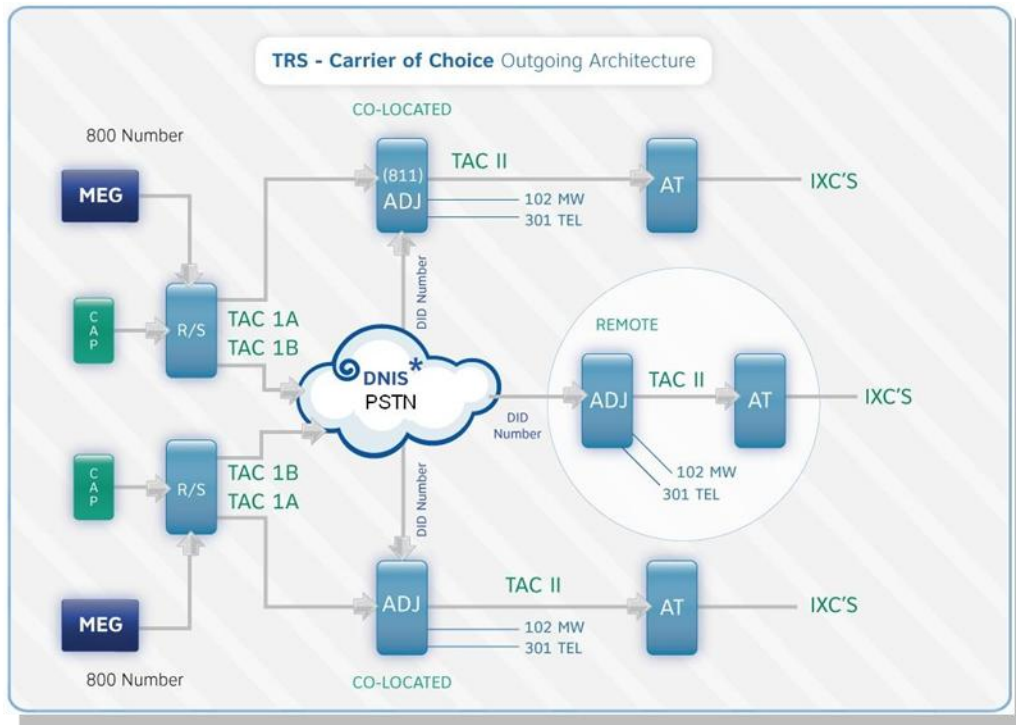
(iii) Speed of answer requirements for VRS providers are phased-in as follows: by January 1, 2006, VRS providers must answer 80% of all calls within 180 seconds, measured on a monthly basis; by July 1, 2006, VRS providers must answer 80% of all calls within 150 seconds, measured on a monthly basis; and by January 1, 2007, VRS providers must answer 80% of all calls within 120 seconds, measured on a monthly basis. Abandoned calls shall be included in the VRS speed of answer calculation.

This requirement is not applicable to the Virginia Relay Service as it does not provide VRS as part of its state relay program.

(3) Equal access to interexchange carriers. TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.

Virginia Relay callers may request that a specific carrier be used for billing of their toll, inter-LATA, or interstate call as long as the carrier is a participant in the industry's standard solution for carrier of choice calls. Upon receiving a request to use another carrier, the Virginia Relay CA selects the caller's choice from an available menu and then hits the call completion keys, enabling the call to be carried and billed by the requested carrier's network. The Virginia Relay platform automatically routes the call to a LEC access tandem, which forwards the call directly to the chosen carrier's network along with billing information over a special Feature Group D type circuit. The chosen carrier's network completes the call and creates a billing record. When the call is connected to the called party, the end-user billing timer starts and the CA begins to relay the conversation.

The following diagram depicts how the carrier of choice platform is provisioned for the Virginia Relay Service:



From the Communication Assistant position (CAP), the relay call goes through the relay switch to the PBX Adjunct (ADJ) and then to the Access Tandem (AT). From the Access Tandem, the call goes the Interexchange Carrier. Alternately, the call may go from the relay switch to the Public Switched Telephone Network (PSTN) and then pass to the PBX Adjunct, Access Tandem, and Interexchange Carrier.

Virginia Relay users may request to have a long distance call billed to a preferred carrier on a per call basis or it can be done for all long distance calls automatically through a Customer Profile. Calls completed through the Carrier of Choice platform will be billed by the user's carrier according to their subscriber plans.

The following page lists the carrier's that are currently participating in the Carrier of Choice Solution:

Participating Carriers with AT&T COC Solution

Adelphia	LDDS
Adelphia Business Solutions Allegiance	LDMS Systems
Alliance	LightYear
Alliance Group Services	Matrix Telecom

AmeriVision Communications	MCI
AT&T	Mcleod USA
BellSouth	Metromedia
Broadwing Communications	Network
Business Telecom	North American Telephone
Choice 5 Talk	One Call Communications
Citizen Communication	Open Band
Close Call America	Opex Communications Clear
ClearChoice5	Phone Tel Technologies
Comcast	Primus Telecommunications
COMTECH 21	Qwest
Core Communications	SBC (Maine excepted)
Cox Residential	Sprint
Cox Business	Talk America
Eastern Telecommunications	Telecom
Easton Telecom Services	Telecom Management
Excel Telecommunications	Touch 1 Communications
Excel-1010	Vartec
Frontier	Verizon
Global Crossing	VSSI
Hardy Tel	WilTel
I-Link Communications	Worldwide Network Services
Incomnet Communications	WorldXchg
LD Wholesale	Zone Telecom
	Z-Tel

(4) TRS facilities. (i) TRS shall operate every day, 24 hours a day. Relay services that are not mandated by this Commission need not be provided every day, 24 hours a day, except VRS.

The Virginia Relay Service is accessible and available 24 hours a day, 7 days a week and 365 days a year. The service is accessible through 711 abbreviated dialing or through one of the Virginia Relay toll free numbers. Evidence of the availability of service is provided as part of the monthly traffic and volume reports.

(ii) TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.

The Virginia Relay Service was designed with redundancy and the ability to self-correct and self-heal when failures occur. In the event of a power failure, the Uninterruptible Power System (UPS) will keep the relay call centers switches

(PBX), peripherals, TRS platform security, CA/supervisor positions, and call detail recording active as well as security lighting, environmental controls, and limited lighting until commercial power resumes. All systems and services required to keep the call center active will not suffer a power outage, due to the call center's UPS design.

Redundancy of equipment in the call centers supports uninterrupted Relay Service, too. Within each call center is a bank of servers that manage the various resources required to complete any type (text-based) Relay call. Each call center has 4, 6, or 8 fully cloned, fully redundant service control units – or servers. The system is so intelligent that, if power were removed from a server, its workload would be automatically re-allocated among the remaining servers in that call center, all without losing even one call.

These call centers are also equipped with redundant network circuit feeds; redundant controllers; and redundant power supported by large battery banks that auto-switch to a diesel generators during long commercial power outages. Our software engineers for Relay service are always on call for assistance when needed, as well.

(iii) A VRS CA may not relay calls from a location primarily used as his or her home.

This requirement is not applicable to the Virginia Relay Service as it does not provide VRS as part of its state relay program.

(iv) A VRS provider leasing or licensing an automatic call distribution (ACD) platform must have a written lease or license agreement. Such lease or license agreement may not include any revenue sharing agreement or compensation based upon minutes of use. In addition, if any such lease is between two eligible VRS providers, the lessee or licensee must locate the ACD platform on its own premises and must utilize its own employees to manage the ACD platform.

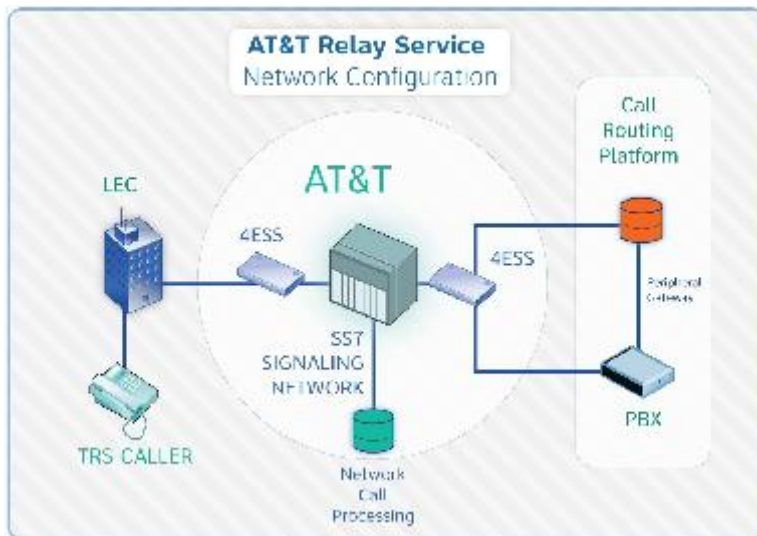
This requirement is not applicable to the Virginia Relay Service as it does not provide VRS as part of its state relay program.

(5) Technology. No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to person with disabilities. TRS facilities are permitted to use SS7 technology or any other type of similar technology to enhance the functional equivalency and quality of TRS. TRS facilities that utilize SS7 technology shall be subject to the Calling Party Telephone Number rules set forth at 47 CFR 64.1600 et seq.

The Virginia Relay Call center uses Signaling System 7 (SS7) as an out-of-band

signaling method, ensuring that all calls are routed quickly and accurately. In addition, we use Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) protocol between the 4ESS switch and the relay center's PBX and Automatic Call Distributor (ACD). The communication between the Intelligent Call Router (ICR) and the network used by the relay provider is all SS7.

This protocol provides Automatic Number Identification (ANI), calling party number (CPN), originating line screening (OLS), and privacy or blocking information for all inbound calls in the same manner as non-relay callers who reach the regular "0" or "00" operator. The TRS caller's phone number is not passed on to the called party if the calling party has Caller ID blocking invoked by his/her local telephone company. Following is a diagram which further illustrates the call flow we describe here:



(6) Caller ID. When a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party.

The Virginia Relay Service fully supports and transmit True Caller ID to relay call receivers who subscribe to Caller ID services from their provider. Additionally, the Virginia Relay Service offers profiled callers the option to select which number they wish to be transmitted to the called party. Profiled callers may have their telephone number sent or the Relay Service's generic telephone number sent.

FEDERAL COMMUNICATIONS COMMISSION
TRS OPERATIONAL STANDARDS
Current as of December 13, 2011

§64.604 Mandatory Minimum Standards

(a) Operational standards (1) Communications assistant (CA). (i) TRS providers are responsible for requiring that all CAs be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing and speech disabilities.

All Virginia Relay CAs are required to complete a comprehensive and extensive TRS training curriculum which includes diagnostic modules that assess the capabilities for CAs to effectively meet the specialized needs of individuals with hearing and speech disabilities.

Core components of training include, but are not limited to, the following:

- **Disability awareness**
- **Deaf culture**
- **ASL gloss**
- **Americans With Disabilities Act**
- **Section 225 of the Telecom Act**
- **All TRS Call Types including Emergency calls**
- **Speech to Speech**
- **Spanish Relay**

All training packages, which have been designed and developed by AT&T for Virginia Relay are considered proprietary, but are available for review and inspection upon submission of executed nondisclosure documents. For purposes of this application, we have included outlines of the required training.

Initial Training of Virginia Relay Communication Assistants, Days One & Two		
Schedule for Initial Training of Communication Assistants		
Day One	Day Two	Days Three through Ten
Introduction to the Communicatively Challenged Community	Methods of Communication for the Communicatively Challenged Community	Fundamental Instruction in Technology and Procedures for Relay Service
I. Introduction to the Deaf Community and Relay: Day One		
A. The Role of the CA and Customer Diversity		
B. History of Deaf Culture, Education, and Sign Language		
C. In The Spotlight: Notable Deaf individuals and their accomplishments		
D. Common Questions about Deafness		
E. Americans with Disabilities Act (ADA)		
1 ADA & FCC Requirements for Relay Service		
2. FCC Requirements – 64.604 for Relay Personnel		
II. Methods of Communication: Day Two		
A. Introduction to American Sign Language (ASL)		
B. ASL Guidelines and Grammar Rules		
C. ASL Gloss		
D. Understanding ASL Translation/Interpretation		
1. ASL Translation/Interpretation as the Default		
2. Identifying Translation/Interpretation preferences - Relay Choice Profile		
E. Idioms in Deaf Culture - English and ASL		
F. Procedures for obtaining Relief		
Additional Resources: Books, Tapes and Websites Related to		

Deafness/Hard of Hearing		
Initial Training Outline For Virginia Relay Communication Assistants		
I.	<i>Module 1 – Introduction to Relay Service</i>	
	a.	Explanation of Relay Service
	b.	Identifying Customers Who Use The Relay Service
	c.	Explanation of How Relay Service Works
	d.	The Role of the Communications Assistant (CA)
	e.	The Customers' Expectations For Relay Service
	f.	Comparison of a Relay Call to a Call with an Operator
	g.	Availability of Relay Services
	h.	Code of Ethics – Rules for Relaying Calls – Relaying Verbatim, Appropriate tone for content and intent of conversation
	i.	Other Relay Operator Requirements
II.	<i>Module 2 – Introduction to the TTY</i>	
	a.	Background of the TTY
	b.	Parts of the TTY
	c.	Connecting a TTY to a Telephone System
	d.	Explanation of How a TTY Works
	e.	How to Use a TTY To Place a Call
	f.	Other Communication Devices
III.	<i>Module 3 – Introduction to the CA Work Station and Call Conditions</i>	
	a.	Equipment Used by CAs
	b.	Customer Information Displayed for Call Processing
	c.	Preparing Billing Records
	d.	Basic Call Process Steps
		<ol style="list-style-type: none"> 1. TTY-Voice, Voice-TTY 2. In Call Replacement 3. CA Relief Procedures 4. Gender Requests 5. Relay Choice Profile (RCP) 6. Personal Memory Dial (PMD)
IV.	<i>Module 4 - ASL Translation/Interpretation</i>	
	a.	Department for the Deaf and Hard of Hearing
	b.	Relay Customers
	c.	ASL Translation/Interpretation as the Default
	d.	ASL Grammar Rules

	e.	Understanding ASL Translation/Interpretation
	f.	Explanation of ASL Gloss
	g.	CA Proficiency Requirements in ASL/PSE Translation/Interpretation
	h.	Procedures for Obtaining Relief
	i.	Identifying Translation/Interpretation Preferences in RCP
V.	<i>Module 5 – Introduction to Voice Carry-Over (VCO) Calls</i>	
	a.	Explanation of Voice Carry-Over Calls
	b.	Procedures for Processing VCO Calls
		<ol style="list-style-type: none"> 1. Profiled 2. Not Profiled 3. TTY to Voice 4. Voice to TTY
VI.	<i>Module 6 – Basic Relay Calls</i>	
	a.	Recorded Messages/ PBD (Play Back Device) Usage
	b.	Procedures for Placing Calls to Beepers/Pagers
	c.	Toll Free Number Completion (800, 888, 866, 877)
	d.	Directory Assistance (DA) Call Completion
VII.	<i>Module 7 – CSIDS</i>	
	a.	Review of Commonly Used CSIDS Keys
	b.	CSIDS Quick Reference
	c.	Emergency Number Retrieval
	d.	Domestic “General” Rate Quote
	e.	Domestic “Computed” Rate Quote
	f.	International “General” Rate Quote
	g.	International “Computed” Rate Quote
	h.	Collect/Calling Card Billing to International Countries
	i.	Canada
	j.	Frequently Asked Questions & Key Actions
	k.	Keyword Help
VIII.	<i>Module 8 – Emergency Calls</i>	
	a.	Definition of Emergency Call
	b.	Call Steps for Securing Emergency Agency
	c.	Emergency Call Handling Procedures
IX.	<i>Module 9 – Alternate Billing</i>	
	a.	Alternate Billing Requests
	b.	Collect Calls

	c.	Third Number
	d.	De-tariffing Order
	e.	Person to Person
	f.	Calling Cards
	g.	Commercial Credit Cards
	h.	Prepaid Calling Cards
	i.	Coin Phone
	j.	Special Treatment Windows (STW)
X.	<i>Module 10 – Carrier of Choice</i>	
	a.	Identifying Carrier of Choice (COC) Calls
	b.	Relay Choice Profile Includes COC
	c.	COC Requested During Call Set Up
	d.	Using COC Calling Card
	e.	Current Listing of COC
	f.	Procedures for Non-participating COC
	g.	Billing Procedures for COC
XI.	<i>Module 11 – Specialty Call Types/ Call Processing</i>	
	a.	711 Dialing
	b.	Spanish Voice and TTY Transfers
	c.	900 Pay Per Call
		<ol style="list-style-type: none"> 1. 900 Number Requests 2. 900 Number Terminates to Recorded Message 3. 900 Number Answered by Live Person 4. Calls That Can Not Be Completed to 900 Numbers
	d.	511 Calls
	e.	STS Overview
		<ol style="list-style-type: none"> 1. Identifying Speech-To-Speech Calls 2. Processing STS Calls
	f.	Telebraille Customers (Pacing)
	g.	Hearing Carry-Over (HCO)
		<ol style="list-style-type: none"> 1. Explanation of HCO Calls 2. Comparison of HCO to VCO 3. Procedures for Processing HCO Calls
	h.	Specialty Call Types
		<ol style="list-style-type: none"> 1. Two-Line VCO or Voice Translation 2. Reverse Two-Line VCO or Voice Translation

		3. Two-Line HCO or Hearing Translation 4. Voice to Voice (VTV) 5. Voice to TTY (VTT) 6. VCO Privacy 7. HCO Privacy 8. Hearing to Hearing (HTH) 9. VCO to HCO (VTH) 10. Touch Tone Carry-Over (TCO) 11. 3-way Calling 12. Revised SLAM Procedures 13. SLAM Procedures
	i.	International Calls
	j.	Calls Terminating to Another Relay Center
	k.	Hold Guidelines
	l.	Customer Contact Process (Requests for Supervisor or Customer Care)
	m.	Internet Relay
	n.	Instant Message Relay
XII.	<i>Module 12 – DNIS Switched Calls</i>	
	a.	Procedures for TTY to TTY Calls
		1. Relay to OSD 2. Relay to OSD to Relay 3. OSD to Relay
XIII.	<i>Module 13 – Introduction to OSD</i>	
	a.	Explanation of Operator Services for Deaf (OSD)
	b.	Comparison of OSD to Relay Service
	c.	Type of Calls That are Permitted Through OSD and Availability

(ii) CAs must have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.

The Commonwealth of Virginia recognizes the importance of selecting highly-qualified individuals for the Communication Assistant position. Prior to being hired, perspective CA candidates must qualify on several tests including a Telephone Ability test, an Oral Typing Skills Test, and an Oral Proficiency Interview.

After being selected during a rigorous employment screening process, Virginia Relay CAs are observed and tested to ensure they:

- Possess clear and articulate voice communication
- Type a minimum of 60 words per minute on an oral typing test
- Have required grammar and spelling skills
- Are able to interpret typewritten ASL
- Are familiar with speech disability culture, languages, and etiquette

Virginia Relay CAs undergo extensive training to ensure that all relay calls are handled accurately, courteously, efficiently, and in a manner that is sensitive to the needs of relay users. CAs are specifically trained to provide a functionally-equivalent service to what a voice user would experience without the use of relay. During initial training, important foundational relay principles such as “relaying verbatim regardless of content” are introduced and emphasized so that our new employees understand that they need to relay ALL calls regardless of content or intent, and in a tone of voice appropriate for the subject matter being relayed. CAs are taught to be as transparent as possible on calls and do not intervene in the communication process. CAs are given macros to assist in informing the caller of background noise and other activities that may occur during a relay call.

CA Training

Virginia Relay CAs participate in a minimum 80 hours of initial training period. The training stresses all the basic steps for processing relay calls, Disability/Cross-Cultural Training, and a variety of other related topics. The training encompasses simulated calls to help the CAs learn the material and follow appropriate call-handling steps. Prior to graduating from initial training, CAs are required to pass a series of written and skills-demonstration tests before they are allowed to process live calls unassisted. If a trainee cannot pass these tests and demonstrate proficiency, they will not be permitted to process live relay calls. CAs will be given additional instruction and coaching until they are

ready to place live relay calls.

After this initial training program, CAs receive subsequent instruction and are coached while processing live calls in the relay environment. Readily available trainers and coaches will field any questions and provide feedback to the new CAs.

(iii) CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed.

The typing test for potential employment as a Virginia Relay CA requires applicants to successfully type at a minimum of 60 words per minute with a maximum error rate of no greater than five percent using an audio-typing test.

CAs are tested three times per year on audio-typing test and also observed during live calls by Supervisors to ensure they maintain a typing speed above the required 60 wpm.

Although permitted under Commission rules, the typing tests administered do not use technological aids to assist in meeting the required wpm scores. The software counts the total number of characters including spaces and divides that number by five to determine the words per minute.

If a CA does not meet the 60 wpm requirement, the CA is taken off line for further training that includes various typing exercises to improve typing speed and accuracy.

The average typing speed of our current CA Team that supports the Virginia Relay Service is over 73 – without technological aids.

(iv) TRS providers are responsible for requiring that VRS CAs are qualified interpreters. A “qualified interpreter” is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.

This requirement is not applicable to the Virginia Relay Service as it does not provide VRS as part of its state relay program.

(v) CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes.

As a matter of practice, the Virginia Relay Service minimizes transfers and reliefs to the extent possible. CAs only transfer calls when necessary. A change never takes place until either the calling or called party has completed their part of the conversation (typed or stated GA). Prior to transferring, CAs ensure that they have been processing a call for a minimum of ten (10) minutes for traditional relay and fifteen (15) minutes for Speech-to-Speech Service. The only exception is when a customer requests to be transferred to a different CA. Requests for the same CA to relay the entire conversation are honored whenever possible.

When it is necessary to transfer a relay call, the sophisticated relay platform used by the Virginia Relay CAs allows for a fully electronic transfer of the call. This takes only seconds and is done at not-intrusive junctions on a call that have already met minimum time requirements. Our electronic transfer ability allows for full transition of the call including any notes indicated by the CA in their scratchpad for processing of the call. This is a highly efficient process that does not disrupt the call underway.

Due to the complexity of Speech-to-Speech calls, CA reliefs are “manual” reliefs only. The relief STS CA will go to the CA position to complete the remainder of the call.

When a call is transferred to a relief CA, TTY customers are notified by the macro bearing the relief CA’s identification number and gender. Voice customers are notified by the announcement, “relief ca XXXX continuing your call.” These notifications are provided promptly when the call is transferred, which takes place only at non-disruptive junctures between the TTY and Voice parties’ conversation.

(vi) TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.

The Virginia Relay Service has a good mix of male and female CAs allowing for the ability to accommodate most users’ request for a preferred gender prior to the start of a relay call or upon transferring the call to a relief or different CA.

When the TRS user requests a specific gender, the CA will type or say:

“Please hold while I check to see if a male/female CA is available”

If the requested gender CA is available, the CA will inform caller,

“Thank you for holding. We are able to accommodate your request. I am transferring your call now. One moment please.”

The CA will *electronically* transfer the call to the relief CA of the requested gender. When the call is transferred to a relief CA, the TTY user will be notified and see a message (macro key used) showing the relief CA's identification number and gender:

(relief ca XXXX M/F)

Voice customers are notified by the announcement "relief ca XXXX continuing your call."

These notifications are provided promptly when the call is transferred in a non-disruptive manner. The TRS user can then commence their conversation with the CA of their requested gender.

(vii) TRS shall transmit conversations between TTY and voice callers in real time.

All Virginia Relay calls are transmitted in real time to the extent possible. There may be times when calls terminate to a voice processing system or answering machine, when the caller is permitted to provide information upfront in order to be responsive to the recordings.

(2) Confidentiality and conversation content. (i) Except as authorized by section 705 of the Communications Act, 47 U.S.C. 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and with a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls.

Virginia Relay callers must know their confidentiality and privacy is protected at all times. All Virginia Relay CAs and managers are required to sign and comply with a Pledge of Confidentiality and a CA Code of Ethics. The critical nature of confidentiality, adherence to FCC regulations, and State contractual requirements are emphasized during training and coaching discussions. The Pledge of Confidentiality is posted in each Relay Center. The CA Code of Ethics and Pledge of Confidentiality are regularly reviewed as part of CA performance plans. These codes have served to underscore the importance of customer privacy and protection.

Following is a copy of the Pledge of Confidentiality and the CA Code of Ethics that are used with the Virginia Relay Service.



AT&T Relay Services
CA CODE OF ETHICS

1. Communications Assistants will keep all call information strictly confidential. The only exception to this is if a call has to be transferred to another CA or the In-Charge Desk.
2. Communications Assistants must never give out telephone numbers.
3. Communications Assistants must never give out information about themselves except their gender and CA number.
4. Communications Assistants will convey the content and spirit of the speaker.
5. Communications Assistants will not counsel, advise nor express personal opinions except the tone of voice of the voice person.
6. Communications Assistants, as employees of AT&T, will strive to maintain high professional standards in compliance with the Code of Ethics and AT&T's Code of Business Conduct.

I have read and understand each of the Codes and I hereby pledge to abide and uphold the Code of Ethics.

Name (*sign*) _____

Name (*print*) _____

Date _____

**Relay Service
Confidentiality Agreement**

I _____ do hereby recognize the serious and confidential nature of Relay Service. I recognize the responsibility this places upon me and its bearing on my continued employment. By agreeing to employment in a Communications Assistant, supervisor or customer service role, I agree to the following conditions:

1. I will not disclose to any individual, including fellow Communication Assistants (CAs) Customer Service Representatives and supervisors, the identity of any caller or information I may acquire about a caller while relaying his/her conversation, except if the user is in life threatening circumstances or causes an emergency situation, or in instances of resolving a complaint.
2. Under no circumstances will I act upon any information I may acquire while relaying conversations.
3. I will not allow any individual to watch or listen while processing actual calls, except for authorized training and quality_monitoring purposes.
4. Except when performing Speech-to-Speech, I will not bring any recording devices, including but not limited to, pens, pencils and Personal Digital Assistants (PDAs), into relay workspace.
5. I will not keep any written or electronic form of a conversation beyond the duration of the call, except as allowed for Speech-to-Speech Relay service.
6. Except for any information necessary for billing purposes or gathering caller profile or 7-1-1 information when requested by the caller, I will not collect nor use a caller's personal information.
7. California Relay - I will not register my company as the caller's CRS relay provider of choice without the expressed permission of the caller. When explaining about a caller's choice of relay providers I will strive to ensure that the caller receives a clear, accurate and forthright understanding of his or her options and of the registration process. I will not engage in deceptive practices that result in obtaining a caller's permission deceitfully.
8. Under no circumstances will I reveal my relay operator number in conjunction with my name, or disclose to anyone the names, schedules or personal information of any fellow CA or supervisor working at the relay service.
9. I understand that the FCC requires me to relay everything that is said by either party even if portions of the conversation are offensive to me personally.
10. In the event of my resignation or termination of my employment, I will continue to hold in strictest confidence all information related to the work I have performed as a relay operator.

I understand further that any of the above breaches in confidentiality will lead to disciplinary action up to and including immediate dismissal.

Signature: _____

Print Name: _____

Position: _____ Date: _____

Every Virginia Relay CA is required to adhere to the rules of confidentiality during all training sessions. Trainers are trained to present scenarios and procedures without revealing names or specifics about the callers.

All CAs are then required to sign the Pledge of Confidentiality previously discussed, promising not to disclose the identity of any caller, fellow relay operator, or any information learned during the course of relay calls. This applies to all Relay Service personnel during the period of employment and after termination of employment.

The Pledge of Confidentiality, along with the Code of Ethics, is posted at each workstation within the call center and in all reference tools. The Virginia Relay Team fully understands the serious ramifications for violations of the Confidentiality responsibilities placed upon them.

The relay call center does not maintain a written or electronic script of any type beyond the duration of the call. All typed text scrolls off of the CA workstation screen, so that nothing is retrievable after a call is complete. Billing records are sent electronically by through the automated CA platform, and thus no billing records are retained onsite or at the CA position. This eliminates any possibility for a confidentiality breach of this type of information.

In addition to these measures, Section 8.01-44.3 of the *Code of Virginia* prohibits the divulgence of communications by qualified interpreters or CAs. Such divulgence is defined as a civil offense punishable by recovery of actual damages or \$100, whichever is greater. These stipulations excess and strengthen the federal requirements for confidentiality and are not in conflict with its original intent.

Copies of the related Sections of the Code of Virginia appear as Appendix 1.

(ii) CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call. An STS CA may facilitate the call of an STS user with a speech disability so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object. Appropriate measures must be taken by relay providers to ensure that confidentiality of VRS users is maintained.

A significant amount of time is spent training CAs to relay all conversation

verbatim unless requested otherwise by the relay callers. Their ability to comply with this requirement is measured during diagnostics, quality assurance testing and during side-by-side observations.

On-going reviews during a CA's career of the Code of Ethics and Pledge of Confidentiality keep this important requirement of not altering conversations and relaying verbatim at the forefront of every call that is processed.

The Virginia Speech-to-Speech CAs have special training and skills to facilitate the conversation of relay users with speech disabilities without altering the intent of the conversation or interfering with the speech-to-speech user's independence or control of the call.

(3) Types of calls. (i) Consistent with the obligations of telecommunications carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services.

The Virginia Relay Service places no limits on the number of relay calls or length of any relay call. Users are able to place as many sequence calls as they wish or to speak as long as they wish.

(ii) Relay services shall be capable of handling any type of call normally provided by telecommunications carriers unless the Commission determines that it is not technologically feasible to do so. Relay service providers have the burden of proving the infeasibility of handling any type of call.

With the exception of handling and processing of Coin Sent Paid calls which have been waived indefinitely by the Commission, the Virginia Relay Service is capable of handling any type of call including all types of operator-assisted calls (i.e. collect, bill to third, billed to a calling card, and person to person calls).

(iii) Relay service providers are permitted to decline to complete a call because credit authorization is denied.

Virginia Relay allows its CAs to decline to complete any call where appropriate acceptance of charges or credit authorization has not been provided. Examples of this includes denial of charges for a collect call or invalid calling or credit card number.

(iv) Relay services shall be capable of handling pay-per-call calls.

The Virginia Relay Service platform allows for completion of any pay-per-call. Procedures require the CA to convey to the user any and all information provided

by the 900 service provider regarding the cost for accessing the service and completing the call. Virginia Relay users have the option to request blocking of any pay-per-call service.

(v) TRS providers are required to provide the following types of TRS calls: (1) Text-to-voice and voice-to-text; (2) VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO; (3) HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO.

The relay platform that supports Virginia Relay Service supports all TRS call modalities including (1) text-to-voice and voice to text; (2) VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO; (3) HCO, two-line HCO, HCO-to-TTY, and HCO-to-HCO. In addition; Speech-to-Speech to TTY and vice versa. These call types are part of initial training for all Virginia Relay CAs and are also available to Virginia Spanish Relay users.

Following is a short list and description of the different call types processed through the Virginia Relay Service.

CALL TYPES

AT&T SUMMARY OF CALL PROCESSING

1. Text to Voice:

Text to Voice calls are the most common type of relay call. AT&T's architecture is designed to accept calls from all types of text communication currently used in the industry, ASCII, Baudot, Turbocode, etc. AT&T's architecture readily identifies the type of communication the caller is using and automatically mirrors the communication mode (ASCII, Baudot, Turbo, etc.) so that communication can occur.

Text callers will be greeted promptly by our system greeting, "(State TRS) nbr calling pls GA". Callers can enter the number to dial as soon as this greeting is received. After the number to dial is entered, the call immediately routes to a CA for processing. Callers will receive (CA # (M/F) and the CA will press one key to dial the number requested that has automatically been populated based on the caller's response to our automated greeting. CAs will keep the caller informed of call status such as (dialing, ringing 1...2..., busy, redialing, etc.) by using shortcut keys on the keyboard. Once the call has been answered, CAs continue to keep the caller informed by typing the gender (male/female) of the person who answered and typing what they said. CAs explain relay if the voice recipient is not familiar with the call, and keep the Text user informed with a shortcut key indicating (explaining relay). Call continues until completion.

AT&T's upfront automation allows a TTY user to enter the number to dial directly, without the CA needing to intervene. This creates an efficient and accurate placement of a relay call. Independent studies have indicated that AT&T's upfront automation creates a more efficient start to a relay call.

2. Voice to Text:

AT&T is able to place Voice to Text calls where a hearing and voice capable customer places a call to a TTY user. Our CAs are skilled at facilitating the communication by typing what the voice person says to the TTY user and then reading the TTY response to the Voice person.

AT&T's architecture answers the Voice person's call by announcing the service, "Virginia Relay" and requesting the number they wish to dial. Voice users can use their telephone key pad to enter the number to dial, creating a functional equivalence with how they place a call not requiring relay service.

Voice callers will be greeted by the CA announcing their CA ID and

indicating they are dialing the call, “CA # dialing your call now”. CAs then press one key to dial the call as our system automatically populates the number the voice person has keyed in during the automated upfront portion of the call. CAs continually keep the Voice person informed of call status such as (dialing, ringing, answered, busy, etc.). Once the Text user answers the line, CAs announce the call by using a shortcut key that types “Virginia CA # (M/F) with a call”. The CA reads the initial TTY response to the voice person and the call continues until completion.

3. Text to VCO:

AT&T processes Text to VCO calls where a TTY user calls to an individual who has voicing ability but can not hear.

Text callers will be greeted promptly by our system greeting, “(State TRS) nbr calling pls GA”. Callers can enter the number to dial as soon as this greeting is received. After the number to dial is entered, the call immediately routes to a CA for processing. Callers will receive (CA # (M/F) and the CA will press one key dial the number requested that has automatically been populated based on the caller’s response to our automated greeting. CAs will keep the caller informed of call status such as (dialing, ringing 1...2..., busy, redialing, etc.) by using shortcut keys on the keyboard.

The Text caller may provide the CA with upfront instructions indicating they are contacting a VCO user. If the CA knows this in advance, they will activate the VCO feature and when the VCO user answers the line the CA will type a greeting such as “(State TRS) CA # (M/F) with a call VCO on GA.”

AT&T offers relay users the option to set up a profile in our system to automatically indicate their type of communication, i. e VCO, HCO, STS, etc. If the Text user does not indicate they are dialing a VCO user however, the VCO user being called is profiled, our system will automatically set up the communication so that the VCO user does not need to request VCO to be activated.

There may be times when the CA is unaware that the line will be answered by a VCO user and in this case the VCO user would need to answer the line and request VCO to be activated.

Once the call has been answered, CAs continue to keep the caller informed by using shortcut keys to inform the caller that the line has been answered and the gender (male/female) of the person who answered. CAs then type their greeting and all that is said to the caller. CAs facilitate the communication by retyping what the text user types to the VCO user, and then typing the VCO user’s response back to the Text user. The call continues in this fashion until the call is complete.

4. VCO to Text

AT&T processes VCO to Text calls where a VCO user who has voicing ability but cannot hear dials to a TTY (text user).

VCO users who are profiled in our system arrive with the VCO feature already activated. They are greeted with a text message announcing the service, “(State TRS) may I have the nbr calling pls.” VCO users have the option to voice or type the number they wish to call. The CA informs the caller VCO is on and enters the number to dial in the billing record. Dialing the call takes only one key stroke.

CAs keep the customer informed by using keyboard shortcuts indicating (dialing, ringing 1...2..., busy, answered, etc.) . When line two answers, the CA announces the call by typing “(State TRS) CA # (M/F) with a VCO call.” The CA then retypes the greeting of the text user to the VCO user. The CA types what the VCO user voices to the text user on line 2, and continues to type back and forth until the call is complete.

5. VCO to HCO

AT&T is able to process VCO to HCO calls. This is a call which allows two TTY users to communicate with each other via relay with one of the TTY users using VCO and the other HCO. During the VTH (VCO to HCO) call, the VCO customer voices his/her conversation to the HCO user. The HCO user responds with text, which is then retyped by the CA to the VCO user.

Ideally, VCO and HCO users will be profiled in our system. When this occurs, the appropriate communication modes are set up automatically by our system without the need for the customer to request VCO/HCO and without the need for any CA intervention. If the customers are not profiled and request the service upon dialing in or being called to, CAs are able to activate the VCO or HCO feature with just two key strokes.

On a VCO call, the caller is greeted by an automated greeting announcing the service “(State TRS) may I have the nbr you wish to call.” The VCO user can either give the number verbally or can type the number to dial if they prefer. The CA provides their CA ID number and gender by a keyboard shortcut and then dials the requested number. The CA keeps the VCO user informed with keyboard shortcuts such as (dialing, ringing 1...2..., answered, busy, etc.)

When the HCO user answers, the CA announces the call by saying “this is the Virginia Relay Service CA ### with a V to H call, HCO is on GA. The CA then retypes the HCO greeting to the VCO user and reads the VCO user’s response to the HCO customer. This continues until the call is complete.

6. VCO with Privacy

AT&T offers VCO with Privacy as a feature for our VCO callers. These calls are processed just as other VCO calls are, with the exception that when privacy is requested, the CA does not remain on the line when the VCO user is voicing their end of the conversation.

CAs instruct the VCO user to type GA when they are done voicing their end of the conversation. CAs then press two keys to remove their headset from the line, this eliminates the CAs ability to hear the conversation voiced by the VCO user. When the VCO user finishes, they type GA and the CA again presses two keys to put their headset back on the line to hear the Voice person's response. They type this response to the VCO user and upon giving the GA, again remove their headset from the line to allow the VCO user privacy.

7. HCO to VCO

AT&T is able to process HCO to VCO calls. This is a call which allows two TTY users to communicate with each other via relay with one of the TTY users using HCO and the other VCO. During the HTV (HCO to VCO) call, the VCO customer voices his/her conversation to the HCO user. The HCO user responds with text, which is then retyped by the CA to the VCO user.

On a HCO call, the caller is greeted by an automated greeting announcing the service "Virginia relay service may I have the nbr you wish to call." The HCO user types the number they wish to call and the CA receives the call with the number already populated and ready to dial. The CA types "HCO on" to let the caller know that the feature has been activated. The CA then voices "CA ID dialing", and the caller can hear the ringing as the ca presses a single key to dial the call. When the line is answered by a VCO user, (profiled users already have VCO feature activated), the CA types the announcement of the service and provides their CA id and gender, "(State TRS) CA 1234 (M) with a H to V call. The CA then types (VCO on) letting the user know they can begin speaking. The VCO user's conversation is heard by the HCO user. The CA retypes the HCO user's response to the VCO user. The conversation continues in this manner until complete.

8. Text to HCO

AT&T is able to process Text to HCO calls. These calls allow a TTY user to call to an HCO user who can hear but does not have voicing abilities.

The Text user dials in to relay and is greeted by our automated message announcing the service and requesting the number to dial "(State TRS) nbr calling pls." The Text user enters the number they wish to dial and the call

is routed to a CA. Our system automatically transmits the CA ID and gender, CA #### (M) and the CA presses a key to dial the number automatically populated by the text user's input. The CA keeps the text user informed via keyboard shortcuts (dialing, ringing 1...2..., busy, answered, etc.)

If the HCO user is profiled, the HCO feature will be automatically activated by our network. If the Text user indicates they are dialing an HCO user, the CA will activate HCO with two key strokes and will notify the HCO user that HCO is on when they answer. The CA will then announce the call to the HCO user and give their CA ID. The CA will retype what the HCO user types to the text user and will read what the text user types so the HCO user can hear it. This communication will continue until the call is complete.

9. HCO with Privacy

AT&T is easily able to accommodate HCO privacy requests. This call has the same call steps as a typical HCO call except that privacy is requested. The CA types "HCO privacy is on after gathering call details and dialing the call." When the Voice person on the call is speaking, the CA uses two key strokes to remove their headset from the line. When the CA sees the HCO user typing, they again press two key strokes to return their headset to the line and begin to read what the HCO user has typed. This call type allows for full privacy as only the HCO user can hear what the voice person on the call is saying.

10. Two-Line VCO

AT&T is able to process 2LVCO calls. This is a call type that is especially appreciated by VCO users with some residual hearing. It allows a VCO user to have a more interactive conversation. The 2LVCO user must have two telephone lines so they can listen and talk to the person they've called on one line, while they are reading the text typed by the CA on the other line. This communication type allows more of a natural flow for conversation since the 2LVCO user may hear some of the conversation before it is fully transmitted to them via text.

To place a 2LVCO, the customer dials relay and gives the CA the telephone number to their second telephone line. The CA types to the caller on the first line and lets them know when the voice line is ringing. The 2LVCO user answers the line and uses their 3-way calling functionality to conference in the person they wish to speak with. The CA then types what the third party says to the 2LVCO user. The CA remains transparent on the line and does not announce relay to the person the 2LVCO user conferences on. This allows for an uninterrupted call between the 2LVCO user and the person they have called.

11. Speech-to-Speech

AT&T processes STS (Speech-to-Speech) calls. These calls enable an individual with a speech disorder who can hear to use their own voice or a voice synthesizer rather than using a TTY. STS customers are hearing capable and have voicing abilities. The CA facilitates communication to occur on a STS call.

STS users are able to select either a passive or active role for the CA to play. In a passive role, the CA repeats or “revoices” only portions of the STS users conversation that are not understood by the person they have called. In an active role, the CA repeats everything that the STS user says. AT&T CAs receive extensive training to recognize speech patterns and to use tools and techniques to assist in facilitating communication for STS users.

STS users are greeted by a CA announcing the service and providing their CA ID, “This is Virginia Speech to Speech Service CA ##### may I have the number you wish to call.” Many STS users have profiles indicating their call-handling preferences to assist in efficient call-processing. STS users can dictate the announcement of the call, and can provide other call instructions to the CA prior to placing their call. STS users have the option to dictate a message that the CA will then read when the person they have called answers the line. If the STS has no special instructions, the CA will dial the number requested and announce the call by saying, “This is the Virginia Relay Service with a Speech-to-Speech call, are you familiar with Speech-to-Speech relay?” The CA will explain the service if necessary, if the call recipient is familiar with STS, the CA will continue with the call in the role (passive or active) that the STS has requested. CAs re-voice what is needed on the call to facilitate the communication. When a STS call is complete, the CA will thank the voice person on line 2 and will ask the STS user if they would like to place another call.

12. Spanish to Spanish

AT&T processes all types of relay calls in Spanish. Our Spanish team is fluently bilingual and able to process and complete all relay call types in Spanish. For Spanish calls, keyboard shortcuts and hot keys transmit messages in Spanish rather than English. This assists Spanish CAs in keeping the Spanish customers informed and in processing relay calls efficiently.

13. VCO to VCO

AT&T is able to process VCO to VCO (VTV) calls. This call type allows two relay users who have voicing abilities but can not hear to communicate via

relay. If profiled, both parties will automatically have the VCO feature activated upon connection to our relay service.

The VCO user originating the call will be greeted by our automated greeting announcing the service. VCO users always have the option to type the number to dial or to verbally give the CA the number. The CA gives the caller their CA ID and gender and dials the call by pressing a single key if the VCO user has entered the number to dial during the upfront process.

CAs keep the VCO caller informed of call progress by using hot keys to transmit pre-programmed messages such as (dialing, ringing, busy, answered, male or female, etc.) . CAs type the announcement phrase to the VCO user they have called and provide their CA ID and gender (State TRS CA # m/f with a V to V call). . After informing the VCO caller that the line has been answered and the gender of the person, CAs will type the greeting of the VCO user who answers the line. The CA will then type the initiating VCO user's response. CAs continue to listen as the VCO users voice their conversation and the CA types it to the alternate VCO user. The conversation continues in this manner until complete.

14.HCO to HCO

AT&T processes HCO to HCO calls. This type of relay call is a request where both customers are TTY users who can hear but cannot speak. HCO users will type their conversations to the CA who will voice it to the other HCO user and then vice versa until the call is complete.

CAs activate an HCO conference feature that enables both parties to hear what is said without hearing the TTY tones that are transmitted when the HCO users type their responses. CAs announce the call by typing "this is the Florida relay service CA ## with an HTH call for this number, HCO is on." CAs provide an explanation of the call if required. If necessary, the CA will say, "the person is on the line now you may begin typing." CAs will read what is typed by each HCO user to the other HCO user. This will continue until the call is complete. After call setup, the CA does not type to process an HTH call, just voices what the call participants type.

15.Two-Line HCO

AT&T processes Two-Line HCO calls. Two Line HCO, also known as "Hearing Translation," allows interactive communication between the TTY/HCO user who has some degree of voicing capability, and the Voice person that they conference on the line using the 3-way calling feature on their telephone line. It provides a more "real time" conversation between the TTY/HCO caller and the voice person. During this call, the TTY HCO user can type conversation that is not understood by the other person and the CA will voice the typed text.

16. Pay-per-Calls

AT&T process Pay-per-calls through our regular relay services. TTY users can provide a 900 number to dial that terminates at a pay-per-call line. If the line is answered by voice, the CA will type the greeting and announce the call by saying “*This is the AT&T Pay Per Call Service, CA #, with a relay call for this number.*” CA will explain relay if necessary. CA will listen to the preamble indicating there is a charge for the call, and will drop the line. CA then types “*pay per call msg, you will be charged for each redial do you want to continue q ga*” If the caller agrees to accept the charges, the CA resets the end user billing timer and dials the call back to the 900 number. The CA will agree to the charges on this call and will continue to relay the call between the TTY user and the 900 voice person until the call is complete. The caller will be billed for normal 900 charges associated with the pay per call access.

(vi) TRS providers are required to provide the following features: (1) Call release functionality; (2) speed dialing functionality; and (3) three-way calling functionality.

Call release functionality:

Virginia’s relay provider’s platform allows the CA to sign-off or be “released” from the telephone line after the CA has set up a telephone call between the originating TTY caller, and a called TTY party. This feature is used to process TTY to TTY calls when a TTY user must go through a TRS facility to contact another TTY user because the called TTY party can only be reached through a voice-only interface, such as a switchboard.

Another scenario where this feature is used is when a TTY user is billing to a calling card that is accessed through an 800 number. The Virginia Relay CAs dial and interact with the toll free number prompts and then release the call once they are sure direct communication between the TTY users is taking place. The CAs press two keys to transmit a message indicating “ANSWERED BY TTY ...ONE MOMENT CONNECTING YOUR CALL” and then “CONNECTION COMPLETE”. CAs then ensure that communication is taking place between the TTY users and release the call from their position allowing them to be available for another relay call.

Speed dialing functionality:

Virginia’s relay provider’s platform allows users to store up to 100 names and numbers in their speed dial profile. Callers can then ask the CA to dial based on the name entered for that telephone number in the speed dial list such as “call mom” or

“please call the dentist” or call “Charlie”.

Callers can also provide the number of the listing in their speed dial list such as call number 22. CAs then press a single key to have the telephone number entered from the caller’s speed dial list. The CA does not need to manually copy the number over to the dialing field. This eliminates the possibility of CA error in entering the number to dial.

Three-way calling functionality:

The Virginia Relay Service supports three-way calling functionality that allows more than two parties to be on the telephone line at the same time with the CA.

Customers who have purchased the three-way calling feature from their LEC can access the Virginia Relay Service and they can then conference in an additional person on their three-way calling line. CAs will be able to communicate with both the caller and the third-party on the same line and will be able to type to the caller on the additional line (forward number). This three-way calling feature is available for use by all relay customers including our STS users who especially appreciate this feature.

Another option for Virginia Relay users is to dial in to another relay connection with the forward number, allowing for an additional party to be joined on the line. Customers have the option to choose how to connect, either with another relay line or directly through their own connection.

(vii) Voice mail and interactive menus. CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages.

The Virginia Relay Service enables and facilitates calling to Interactive Menus and Voice Mails. All CA positions are equipped with macro keys (pre-programmed messages) that are used when a recorded message is reached. When CAs reach a recorded message, they transmit a macro indicating (recorded msg). If the recorded message is an interactive menu, CAs transmit this macro:

(would you like complete msg typed or hold for specific dept or live rep).

This macro allows the customer to have full control of their call at all times. Customers can also elect to have the entire recording typed to them verbatim. CAs follow customer instructions at all times (either holding for a specific department or

live rep or typing the options).

CAs keep the caller informed while selecting any menu prompts as directed by the customer. CAs type updates such as (*pressing 2 for balance inquiry*) or (*pressing 0 for live rep*). This ensures that the caller is always in control of the call and can select additional prompts if they would like.

RECORDING DEVICE

CA positions are equipped with a Play Back Device (PBD) that enables the CA to capture recorded messages in their entirety without the need to redial. The CA has the ability to play back to any point in the recording, which allows the CA to provide continuous message transcription to the TTY user. All messages recorded on the PBD are erased as soon as the customer disconnects, ensuring confidentiality requirements are met.

The Virginia Relay Service does not impose any charges for additional calls, if needed, in order to complete calls involving recorded or interactive messages. Relay callers are only billed for one complete call. This provides a functionally equivalent billing scenario comparable to that of a direct-dialed call.

(viii) TRS providers shall provide, as TRS features, answering machine and voice mail retrieval.

Virginia Relay CAs are trained to retrieve voice and TTY messages from voice processing systems and answering machines, and relay the message to the relay caller in the caller's communication mode (voice, TTY, ASCII, etc.). Following are basic steps for processing these types of requests.

RETRIEVING MSGS FROM ANSWERING MACHINE

The following is a brief outline of the CA's process for retrieving messages from an answering machine or voice processing system:

Retrieving Messages from Answering Machine or Voice Processing System
1. Caller requests message retrieval and provides CA with appropriate phone number and access codes to retrieve messages.
2. CA enters access codes in electronic scratchpad that allows them to be available for only the current call. The electronic scratchpad

ensures confidentiality as it is automatically deleted when the call is complete.
3. CA Dials to the requested number and reaches answering machine.
4. CA enters appropriate access codes from electronic scratchpad.
5. Recording Device (PBD) is activated to record new messages left on the customer's answering machine. (NOTE: If only one message or a short message, will be relayed real time and will not require recording device.)
6. Complete messages are typed to the caller and caller is given the option to save or delete messages.
7. CA redials without creating another billing record to delete or save each individual message at the direction of the caller.
8. Access code information in the electronic scratchpad is automatically deleted at the completion of the call.

As with all things relay, the Virginia Relay Service protects the confidentiality of access codes that may be used to retrieve messages.

(4) Emergency call handling requirements for TTY-based TRS providers. TTY-based TRS providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner.

Although relay users are encouraged to dial 911 directly from their TTY or telephone for the fastest response, the Virginia Relay Service is able to support users who reach the relay service for 911 calls. Following are the procedures employed by Virginia Relay for these types of calls:

Emergency Call Handling

1. CAs can directly access a database with emergency agency listings based on the caller's Automatic Number Identification (ANI). In the rare occurrence that the agency number doesn't appear in the database, the CA contacts Directory Assistance. After getting the number, the CA needs only two key strokes to immediately access the emergency agency.
2. Our Caller ID technology enables the emergency agency to receive the relay caller's ANI directly, eliminating the time and potential inaccuracy of number transmission by the CA.
3. When the agency answers, the CA informs the dispatcher that the call is coming through Relay Service, provides their CA number, and indicates whether the caller is TTY or voice. The CA then remains available to the emergency agency to provide any information or assistance to support emergency service. The call is given the CA's undivided attention – call transfer is strictly prohibited – and a supervisor is typically summoned to provide support to the CA until the call ends when the agency disconnects.
4. Emergency calls are treated differently from a confidentiality perspective. CAs are trained and prepared to provide any and all information requested to the PSAP agency to ensure the relay caller receives expeditious emergency services. These may include the Billing Telephone Number (BTN) and any information stated by the caller before connection, etc. It is our goal to get the caller assistance as quickly as possible.

CAs notify their supervisor and solicit the supervisor's support when processing Emergency calls. Procedures explicitly instruct the CA to contact the PSAP agency if a caller disconnects from Virginia Relay prior to reaching the emergency agency. CAs contact the PSAP and provide them with the caller's telephone number and other pertinent information shared by the caller prior to disconnection.

CAs are trained to stay on the line with emergency calls as long as required to ensure that emergency services are rendered. CAs will stay on the line until the PSAP hangs up or tells the CA to drop the line.

Transferring of emergency calls to other CAs is not permitted.

When receiving a call that a CA suspects may be an emergency, the CA will treat that call as an emergency call. The CAs will not attempt to question the caller about the exact nature of the emergency, other than to determine whether fire, police, or

ambulance is required. CAs will let the professionally trained PSAP Operator to question appropriately and respond to the emergency.

A fully automated (“electronic”) system to handle emergency services for each call type is not currently trusted or used by Virginia Relay. Our provider’s emergency call handling system has been optimized over the years to support the wide variety of call types handled through the platform with concierge care and accuracy. Since Relay call types vary significantly (e.g. POTS lines, wireless phones, payphones, voice users, data users, STS users, and wire line TTYs), this optimization comes in the form of a CA determining the most appropriate handling method for each E911 instance.

(5) STS called numbers. Relay providers must offer STS users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA must repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.

Virginia Relay STS customers have the option to maintain a list of frequently called numbers through the AT&T Relay Customer Profile. The AT&T Relay Customer Profile allows STS users to create a list of over 100 frequently called number which can be arranged in alphabetical order of the first name, with each entry having a number with the first entry assigned the number one and the number of each subsequent entry increasing one (1, 2, 3, 4...). Whenever a STS user elects to place a call to an entry in their Relay Customer Profile, the CA states the name and number of the requested person to the STS user prior to dialing the number.

Following are pages from the STS Relay Customer Preference/Profile form used for Virginia Relay customers and provides additional STS Specific options and features above the standard Relay Customer Preference/Profile forms.



Speed up your relay call!

AT&T Relay Choice Profile Form

*Speech to
Speech*

Let us know your preferences and we will set up your call faster! If you choose to fill out this Relay Choice Profile form, it will enable us to speed up your call and make your life easier.

If you need help with this form, feel free to contact us: Voice 1-800-682-8706, TTY 1-800-682-8786, Email rm-attcustomer@att.com. All Information you provide will be kept strictly confidential. Note: Baudot is utilized on standard TTY and ASCII on personal computers.

Caller Information

First _____ Last _____
Street Address _____ Apt or Ste _____
City _____ State _____ Zip _____
Email _____
Password _____
Secret Question _____
Secret Answer _____

Call Preferences

Relay Type:

☐ Standard TTY ☐ Speech to Speech ☐ Deaf-Blind

Communication Mode:

☐ Baudot ☐ Turbo Code ☐ IM ☐ Speech to Speech
☐ Baudot HCO ☐ Turbo Code HCO ☐ Voice
☐ Baudot VCO ☐ Turbo Code VCO ☐ ASCII

Line 2 Phone Number if L2VCO or L2HCO is desired

Language ☐ English ☐ Spanish

CA Typing Speed in Words Per Minute (WPM)

☐ Max ☐ 50 wpm ☐ 30 wpm ☐ 20 wpm ☐ 10 wpm

Relay Background Noise

☐ Yes ☐ No

Relay Tone of Voice

☐ Yes ☐ No

Abbreviate Auto Messages

☐ Yes ☐ No

Abbreviate IVR Messages

☐ Yes ☐ No

Translate ASL

☐ Yes ☐ No

Check Spelling of Words CA Types

☐ Yes ☐ No

Relay that CA has Checked Spelling of Names

☐ Yes ☐ No

CA Gender

☐ No Preference ☐ Male ☐ Female

Explain Relay

☐ CA Standard Script ☐ No ☐ Me, in CA's Voice
☐ Me, in My Voice ☐ CA Custom Script (Enter Script Below)

Custom Script

Speech to Speech Preferences

Long Hold Times Requested

☐ Yes ☐ No

Slow Reader Patience Required

☐ Yes ☐ No

Slow Talking CA

☐ Yes ☐ No

Mute Speech Impaired Party

☐ Yes ☐ No

Allow Pause of CA Revoicing

☐ Yes ☐ No

Tell Who is Calling

☐ Yes ☐ No

Confirm Calling Preferences

☐ Yes ☐ No

Retain Inbound information

☐ Yes ☐ No

Visually Assist Phone or IP (Blank if None) _____

Voice Augmentation Device (Blank if None) _____

Special Communication Device

☐ None ☐ Amplified Handset ☐ Cochlear Implant ☐ Hearing Aid
☐ Other ☐ Large Display TTY ☐ Telebraille ☐ PC

Standard First Thoughts

Answering Machine Message

If you need help with this form, feel free to contact us: Voice 1-800-682-8706, TTY 1-800-682-8786, Email rm-attcustomercare@att.com. All information you provide will be kept strictly confidential. Note: Baudot is utilized on standard TTY and ASCII on personal computers.

Caller Information

First _____ Last _____
Street Address _____ Apt or Ste _____
City _____ State _____ Zip _____
Email _____
Password _____
Secret Question _____
Secret Answer _____

Call Preferences

Relay Type:

☐ Standard TTY ☐ Speech to Speech ☐ Deaf-Blind

Communication Mode:

☐ Baudot ☐ Turbo Code ☐ IM ☐ Speech to Speech
☐ Baudot HCO ☐ Turbo Code HCO ☐ Voice
☐ Baudot VCO ☐ Turbo Code VCO ☐ ASCII

Line 2 Phone Number if L2VCO or L2HCO is desired

Language ☐ English ☐ Spanish

CA Typing Speed in Words Per Minute (WPM)

☐ Max ☐ 50 wpm ☐ 30 wpm ☐ 20 wpm ☐ 10 wpm

Relay Background Noise

☐ Yes ☐ No

Relay Tone of Voice

☐ Yes ☐ No

Abbreviate Auto Messages

☐ Yes ☐ No

Abbreviate IVR Messages

☐ Yes ☐ No

Translate ASL

☐ Yes ☐ No

Check Spelling of Words CA Types

☐ Yes ☐ No

Relay that CA has Checked Spelling of Names

☐ Yes ☐ No

CA Gender

☐ No Preference ☐ Male ☐ Female

Explain Relay

☐ CA Standard Script ☐ No ☐ Me, in CA's Voice
☐ Me, in My Voice ☐ CA Custom Script (Enter Script Below)

Custom Script

Speech to Speech Preferences

Long Hold Times Requested

☐ Yes ☐ No

Slow Reader Patience Required

☐ Yes ☐ No

Slow Talking CA

☐ Yes ☐ No

Mute Speech Impaired Party

☐ Yes ☐ No

Allow Pause of CA Revoicing

☐ Yes ☐ No

Tell Who is Calling

☐ Yes ☐ No

Confirm Calling Preferences

☐ Yes ☐ No

Retain Inbound information

☐ Yes ☐ No

Visually Assist Phone or IP (Blank if None) _____

Voice Augmentation Device (Blank if None) _____

Special Communication Device

☐ None ☐ Amplified Handset ☐ Cochlear Implant ☐ Hearing Aid

☐ Other ☐ Large Display TTY ☐ Telebraille ☐ PC

Standard First Thoughts

Answering Machine Message

"Other Number" Rerouting Feature

You do not have to miss a call again. You can have the CA find you wherever you are at any time of the day. Just tell us what phone number you can be reached at and on what day(s) and what time. When we get an Incoming call for you, we'll look at your "Other Numbers" schedule and direct your call to the correct phone number. You can supply up to 20 numbers, so now your family and friends can find you just about anywhere else.

ID1 Phone

Line 2 for 2LVCO

Type: ☐ Baudot ☐ Turbocode ☐ IM
☐ Baudot HCO ☐ Turbocode HCO ☐ Voice
☐ Baudot VCO ☐ Turbocode VCO ☐ ASCII
☐ STS

When should we route incoming calls to this number?

Time: From _____ am/pm to _____ am/pm

Day (M/T/W/Thur/Fri/Sat/Sun): _____

ID2 Phone

Line 2 for 2LVCO

Type: ☐ Baudot ☐ Turbocode ☐ IM
☐ Baudot HCO ☐ Turbocode HCO ☐ Voice
☐ Baudot VCO ☐ Turbocode VCO ☐ ASCII
☐ STS

When should we route incoming calls to this number?

Time: From _____ am/pm to _____ am/pm

Day (M/T/W/Thur/Fri/Sat/Sun): _____

Speed Dial Contacts

ID1 Name	Phone
<hr/>	<hr/>
Type: <input type="checkbox"/> Business <input type="checkbox"/> Financial	<input type="checkbox"/> Personal <input type="checkbox"/> Social <input type="checkbox"/> Other
Special Instructions:	
<hr/>	

ID2 Name	Phone
<hr/>	<hr/>
Type: <input type="checkbox"/> Business <input type="checkbox"/> Financial	<input type="checkbox"/> Personal <input type="checkbox"/> Social <input type="checkbox"/> Other
Special Instructions:	
<hr/>	

ID3 Name	Phone
<hr/>	<hr/>
Type: <input type="checkbox"/> Business <input type="checkbox"/> Financial	<input type="checkbox"/> Personal <input type="checkbox"/> Social <input type="checkbox"/> Other
Special Instructions:	
<hr/>	

ID4 Name	Phone
<hr/>	<hr/>
Type: <input type="checkbox"/> Business <input type="checkbox"/> Financial	<input type="checkbox"/> Personal <input type="checkbox"/> Social <input type="checkbox"/> Other
Special Instructions:	
<hr/>	

ID5 Name

Phone

Type: ☐ Business ☐ Financial ☐ Personal ☐ Social ☐ Other

Special Instructions:

ID6 Name

Phone

Type: ☐ Business ☐ Financial ☐ Personal ☐ Social ☐ Other

Special Instructions:

ID7 Name

Phone

Type: ☐ Business ☐ Financial ☐ Personal ☐ Social ☐ Other

Special Instructions:

ID8 Name

Phone

Type: ☐ Business ☐ Financial ☐ Personal ☐ Social ☐ Other

Special Instructions:

Account Settings

Allow Redial of Last Number Dialed	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Multiple Users	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Call Name	<input type="text"/>	
Billing Method		
<input type="checkbox"/> Paid	<input type="checkbox"/> Calling Card	<input type="checkbox"/> Third Party
<input type="checkbox"/> Collect		
Caller ID		
<input type="checkbox"/> Send My Number	<input type="checkbox"/> Block My Number	<input type="checkbox"/> Relay Center Number

Call Blocking

Block Outbound 800 Calls	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Block Outbound 900 Calls	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Block Outbound international Calls	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Block the following Outbound Numbers		
ID 1	Phone	<input type="text"/>
ID 2	Phone	<input type="text"/>
ID 3	Phone	<input type="text"/>
ID 4	Phone	<input type="text"/>
ID 5	Phone	<input type="text"/>
ID 6	Phone	<input type="text"/>
ID 7	Phone	<input type="text"/>
ID 8	Phone	<input type="text"/>
ID 9	Phone	<input type="text"/>
ID 10	Phone	<input type="text"/>

Long Distance Provider - Choose Provider

- | | |
|--|---|
| <input type="checkbox"/> AT&T | <input type="checkbox"/> Adelphia Business Solutions |
| <input type="checkbox"/> Allegiance group Services | <input type="checkbox"/> AmeriVision Communications |
| <input type="checkbox"/> ATN | <input type="checkbox"/> Bellsouth |
| <input type="checkbox"/> Business Telecom | <input type="checkbox"/> Century |
| <input type="checkbox"/> Century Link | <input type="checkbox"/> Charter Fiberlink |
| <input type="checkbox"/> Citizens | <input type="checkbox"/> Clearchoice 5 Talk |
| <input type="checkbox"/> Comcast | <input type="checkbox"/> Comtech 21 |
| <input type="checkbox"/> CoreComm Maryland | <input type="checkbox"/> Cox |
| <input type="checkbox"/> Cox Residential | <input type="checkbox"/> Eastern Telecommunications |
| <input type="checkbox"/> Easton Telecom Services | <input type="checkbox"/> Embarq |
| <input type="checkbox"/> Excel | <input type="checkbox"/> Excel 10-10 |
| <input type="checkbox"/> Global (Close Call America) | <input type="checkbox"/> Global (Frontier) |
| <input type="checkbox"/> Global (Opex) | <input type="checkbox"/> Global Crossing |
| <input type="checkbox"/> Hardy Telecom | <input type="checkbox"/> I-Link Communications |
| <input type="checkbox"/> Incomnet Communications | <input type="checkbox"/> LDDSCOMM |
| <input type="checkbox"/> LDM Systems | <input type="checkbox"/> LDMI |
| <input type="checkbox"/> Lightyear Comm of Maryland | <input type="checkbox"/> Long Distance Wholesale Club |
| <input type="checkbox"/> Matrix Telecom | <input type="checkbox"/> MCI |
| <input type="checkbox"/> McLeod USA | <input type="checkbox"/> Metra Media |
| <input type="checkbox"/> My LEC (if Available) | <input type="checkbox"/> North Camerican Telephone |
| <input type="checkbox"/> Oncor Communications | <input type="checkbox"/> One Call Communications |
| <input type="checkbox"/> OpenBand of Maryland | <input type="checkbox"/> Pembroke |
| <input type="checkbox"/> Phone Tel Technologies | <input type="checkbox"/> Primus Telecommunications |
| <input type="checkbox"/> Qwest 432 | <input type="checkbox"/> Qwest 56 |
| <input type="checkbox"/> Sage Communications | <input type="checkbox"/> SBC |
| <input type="checkbox"/> SBC LD-KRC | <input type="checkbox"/> SBC Long Distance |
| <input type="checkbox"/> Sprint | <input type="checkbox"/> Sudden Link |
| <input type="checkbox"/> Talk America | <input type="checkbox"/> TDS LD |
| <input type="checkbox"/> Telecom USA (MCI) | <input type="checkbox"/> Telecom |
| <input type="checkbox"/> Touce 1 Communications | <input type="checkbox"/> Touch One |
| <input type="checkbox"/> V2 | <input type="checkbox"/> Var Tech |
| <input type="checkbox"/> Verizon | <input type="checkbox"/> VSSI |
| <input type="checkbox"/> Wiltel | <input type="checkbox"/> Worldwide Network Services |
| <input type="checkbox"/> Worldxchange | <input type="checkbox"/> Z-Tel |
| <input type="checkbox"/> Zone Telecom 1511 | <input type="checkbox"/> Zone Telecom 5014 |

Local Toll Carrier - Choose Provider

- | | |
|--|---|
| <input type="checkbox"/> AT&T | <input type="checkbox"/> Adelphia Business Solutions |
| <input type="checkbox"/> Allegiance group Services | <input type="checkbox"/> AmeriVision Communications |
| <input type="checkbox"/> ATN | <input type="checkbox"/> Bellsouth |
| <input type="checkbox"/> Business Telecom | <input type="checkbox"/> Century |
| <input type="checkbox"/> Century Link | <input type="checkbox"/> Charter Fiberlink |
| <input type="checkbox"/> Citizens | <input type="checkbox"/> Clearchoice 5 Talk |
| <input type="checkbox"/> Comcast | <input type="checkbox"/> Comtech 21 |
| <input type="checkbox"/> CoreComm Maryland | <input type="checkbox"/> Cox |
| <input type="checkbox"/> Cox Residential | <input type="checkbox"/> Eastern Telecommunications |
| <input type="checkbox"/> Easton Telecom Services | <input type="checkbox"/> Embarq |
| <input type="checkbox"/> Excel | <input type="checkbox"/> Excel 10-10 |
| <input type="checkbox"/> Global (Close Call America) | <input type="checkbox"/> Global (Frontier) |
| <input type="checkbox"/> Global (Opex) | <input type="checkbox"/> Global Crossing |
| <input type="checkbox"/> Hardy Telecom | <input type="checkbox"/> I-Link Communications |
| <input type="checkbox"/> Incomnet Communications | <input type="checkbox"/> LDDSCOMM |
| <input type="checkbox"/> LDM Systems | <input type="checkbox"/> LDMI |
| <input type="checkbox"/> Lightyear Comm of Maryland | <input type="checkbox"/> Long Distance Wholesale Club |
| <input type="checkbox"/> Matrix Telecom | <input type="checkbox"/> MCI |
| <input type="checkbox"/> McLeod USA | <input type="checkbox"/> Metra Media |
| <input type="checkbox"/> My LEC (if Available) | <input type="checkbox"/> North Camerican Telephone |
| <input type="checkbox"/> Oncor Communications | <input type="checkbox"/> One Call Communications |
| <input type="checkbox"/> OpenBand of Maryland | <input type="checkbox"/> Pembroke |
| <input type="checkbox"/> Phone Tel Technologies | <input type="checkbox"/> Primus Telecommunications |
| <input type="checkbox"/> Qwest 432 | <input type="checkbox"/> Qwest 56 |
| <input type="checkbox"/> Sage Communications | <input type="checkbox"/> SBC |
| <input type="checkbox"/> SBC LD-KRC | <input type="checkbox"/> SBC Long Distance |
| <input type="checkbox"/> Sprint | <input type="checkbox"/> Sudden Link |
| <input type="checkbox"/> Talk America | <input type="checkbox"/> TDS LD |
| <input type="checkbox"/> Telecom USA (MCI) | <input type="checkbox"/> Telecom |
| <input type="checkbox"/> Touce 1 Communications | <input type="checkbox"/> Touch One |
| <input type="checkbox"/> V2 | <input type="checkbox"/> Var Tech |
| <input type="checkbox"/> Verizon | <input type="checkbox"/> VSSI |
| <input type="checkbox"/> Wiltel | <input type="checkbox"/> Worldwide Network Services |
| <input type="checkbox"/> Worldxchange | <input type="checkbox"/> Z-Tel |
| <input type="checkbox"/> Zone Telecom 1511 | <input type="checkbox"/> Zone Telecom 5014 |

Where to Submit Completed Forms:

Fax

1-888-288-2184

Mail

AT&T Relay Customer Care Center
831 Park Avenue
Norton, VA 24293

Email

rm-attcustomercare@att.com



(6) Visual privacy screens/idle calls. A VRS CA may not enable a visual privacy screen or similar feature during a VRS call. A VRS CA must disconnect a VRS call if the caller or the called party to a VRS call enables a privacy screen or similar feature for more than five minutes or is otherwise unresponsive or unengaged for more than five minutes, unless the call is a 9–1–1 emergency call or the caller or called party is legitimately placed on hold and is present and waiting for active communications to commence. Prior to disconnecting the call, the CA must announce to both parties the intent to terminate the call and may reverse the decision to disconnect if one of the parties indicates continued engagement with the call.

This requirement is not applicable to the Virginia Relay Service as it does not provide VRS as part of its state relay program.

(7) International calls. VRS calls that originate from an international IP address will not be compensated, with the exception of calls made by a U.S. resident who has pre-registered with his or her default provider prior to leaving the country, during specified periods of time while on travel and from specified regions of travel, for which there is an accurate means of verifying the identity and location of such callers. For purposes of this section, an international IP address is defined as one that indicates that the individual initiating the call is located outside the United States.

This requirement is not applicable to the Virginia Relay Service as it does not provide VRS as part of its state relay program.

FEDERAL COMMUNICATIONS COMMISSION
TRS FUNCTIONAL STANDARDS
Current as of December 13, 2011

§64.604 Mandatory Minimum Standards

(c) Functional standards (1) Consumer complaint logs. (i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution.

The Virginia Relay provider has a special database which stores every customer contact received by the Relay Customer Care Team. The database called (CICS) for the Commendation, Inquiry & Complaint System houses all contacts received from customers during a given month, enabling the provider to provide detailed monthly summaries to the Virginia Relay State Administrator regarding contacts received from relay customers in Virginia. The database captures all elements required under the terms of the contract which includes, at a minimum:

- 1) This record shall include the name and/or address of the complainant
- 2) The date and time received
- 3) The CA identification number if provided or known
- 4) The nature of the complaint
- 5) The result of any investigation
- 6) The disposition of the complaint and the date of such disposition.

This helps the state gauge how well the relay provider is providing relay to the constituents of Virginia. This database also assists the State of Virginia in preparing the FCC's TRS Annual Consumer Complaints Summary log each year.

INFORMATION RETENTION: All customer contacts including complaints received about the Virginia Relay Service are required to be retained for the life of the contract, and for a minimum of twelve months upon expiration of the contract.

(ii) Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2001 shall indicate the number of complaints received from the date of OMB approval through May 31, 2001.

The Commonwealth of Virginia has submitted a summary of the customer complaints to the Commission by July 1st of each year. Our most recent filing was made on June 25, 2012. Copies of our Logs for the past five years can be found on the FCC website at http://transition.fcc.gov/cgb/dro/trs_virginia.html .

(2) Contact persons. Beginning on June 30, 2000, State TRS Programs, interstate TRS providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. This submission must include, at a minimum, the following:

The Virginia Relay Service and its contracted relay provider, AT&T, have provided the appropriate contact person and office for TRS consumer complaints and for any inquiries about the state's relay program, and are listed on the Commission's website.

(i) The name and address of the office that receives complaints, grievances, inquiries, and suggestions; (ii) Voice and TTY telephone numbers, fax number, e-mail address, and web address; and (iii) The physical address to which correspondence should be sent.

The following information is currently listed and available on the Commission's website:

Clayton E. Bowen, VDDHH Relay and Technology Programs Manager
1602 Rolling Hills Drive, Suite 203
Richmond, VA 23229-5012
Tel/TTY Toll Free (800)552-7917; Tel/TTY Local (804)662-9704; Fax (804)662-9718
E-mail clayton.bowen@vddhh.virginia.gov

(3) Public access to information. Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible.

The Virginia Relay Service has a very active and effective statewide outreach program which provides information about the availability of all forms of TRS. Evidence of outreach and examples of public access to information can be found in Section III of this Application.

(4) Rates. TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.

Requirements for the Virginia Relay Service provider mandate that any TRS end users pay no more for non-message toll relay calling than would be charged for the same call if billed by the end user's local exchange or competitive local exchange company.

The current relay provider, AT&T, bills all toll or intrastate long distance call at a flat \$0.07 a minute unless the user subscribes to an AT&T optional calling plan that provides a better rate. The flat rate applies to users who are not subscribed to AT&T and to those AT&T subscribers who do not have an optional calling plan. The rate would apply to any relay call carried and billed by AT&T.

(5) Jurisdictional separation of costs —(i) General. Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended.

In 2006, the Virginia General Assembly passed House Bill 568 which changed the funding source for the state's relay services from the original surcharge on all residential and business lines in the state to a new communication tax effective January 1, 2007. Collected by the Virginia Department of Taxation, the new tax is applied to all landlines, wireless, internet phone, cable, and satellite services in Virginia. While the Communications Tax supports numerous state activities, those funds designated for relay services are now received and directly administered by VDDHH.

All interstate relay call minutes are reported separately by the relay provider. The cost for providing interstate relay service is then submitted by the provider to the interstate TRS fund administrator for payment.

(ii) Cost recovery. Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from

the intrastate jurisdiction. In a state that has a certified program under §64.606, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.

Not applicable to the Virginia Relay Program.

(iii) Telecommunications Relay Services Fund. Effective July 26, 1993, an Interstate Cost Recovery Plan, hereinafter referred to as the TRS Fund, shall be administered by an entity selected by the Commission (administrator). The initial administrator, for an interim period, will be the National Exchange Carrier Association, Inc.

Not applicable to the Virginia Relay Program.

(A) Contributions. Every carrier providing interstate telecommunications services (including interconnected VoIP service providers pursuant to §64.601(b)) and every provider of non-interconnected VoIP service shall contribute to the TRS Fund on the basis of interstate end-user revenues as described herein. Contributions shall be made by all carriers who provide interstate services, including, but not limited to, cellular telephone and paging, mobile radio, operator services, personal communications service (PCS), access (including subscriber line charges), alternative access and special access, packet-switched, WATS, 800, 900, message telephone service (MTS), private line, telex, telegraph, video, satellite, intraLATA, international and resale services.

Not applicable to the Virginia Relay Program.

(B) Contribution computations. Contributors' contributions to the TRS fund shall be the product of their subject revenues for the prior calendar year and a contribution factor determined annually by the Commission. The contribution factor shall be based on the ratio between expected TRS Fund expenses to the contributors' revenues subject to contribution. In the event that contributions exceed TRS payments and administrative costs, the contribution factor for the following year will be adjusted by an appropriate amount, taking into consideration projected cost and usage changes. In the event that contributions are inadequate, the fund administrator may request authority from the Commission to borrow funds commercially, with such debt secured by future years' contributions. Each subject contributor that has revenues subject to contribution must contribute at least \$25 per year. Contributors whose annual contributions total less than \$1,200 must pay the entire contribution at the beginning of the contribution period. Contributors whose contributions total \$1,200 or more may divide their contributions into equal monthly payments.

Contributors shall complete and submit, and contributions shall be based on, a “Telecommunications Reporting Worksheet” (as published by the Commission in the Federal Register). The worksheet shall be certified to by an officer of the contributor, and subject to verification by the Commission or the administrator at the discretion of the Commission. Contributors' statements in the worksheet shall be subject to the provisions of section 220 of the Communications Act of 1934, as amended. The fund administrator may bill contributors a separate assessment for reasonable administrative expenses and interest resulting from improper filing or overdue contributions. The Chief of the Consumer and Governmental Affairs Bureau may waive, reduce, modify or eliminate contributor reporting requirements that prove unnecessary and require additional reporting requirements that the Bureau deems necessary to the sound and efficient administration of the TRS Fund.

Not applicable to the Virginia Relay Program.

(C) Registration Requirements for Providers of Non-Interconnected VoIP Service.

(1). Applicability. A non-interconnected VoIP service provider that will provide interstate service that generates interstate end-user revenue that is subject to contribution to the Telecommunications Relay Service Fund shall file the registration information described in paragraph (c)(5)(iii)(C)(2) of this section in accordance with the procedures described in paragraphs (c)(5)(iii)(C)(3) and (c)(5)(iii)(C)(4) of this section. Any non-interconnected VoIP service provider already providing interstate service that generates interstate end-user revenue that is subject to contribution to the Telecommunications Relay Service Fund on the effective date of these rules shall submit the relevant portion of its FCC Form 499–A in accordance with paragraphs (c)(5)(iii)(C)(2) and (3) of this section.

Not applicable to the Virginia Relay Program.

(2). Information required for purposes of TRS Fund contributions. A non-interconnected VoIP service provider that is subject to the registration requirement pursuant to paragraph (c)(5)(iii)(C)(1) of this section shall provide the following information:

- (i) The provider's business name(s) and primary address;*
- (ii) The names and business addresses of the provider's chief executive officer, chairman, and president, or, in the event that a provider does not have such executives, three similarly senior-level officials of the provider;*
- (iii) The provider's regulatory contact and/or designated agent;*
- (iv) All names that the provider has used in the past; and*
- (v) The state(s) in which the provider provides such service.*

(3). Submission of registration. A provider that is subject to the registration requirement

pursuant to paragraph (c)(5)(iii)(C)(1) of this section shall submit the information described in paragraph (c)(5)(iii)(C)(2) of this section in accordance with the Instructions to FCC Form 499–A. FCC Form 499–A must be submitted under oath and penalty of perjury.

(4). Changes in information. A provider must notify the Commission of any changes to the information provided pursuant to paragraph (c)(5)(iii)(C)(2) of this section within no more than one week of the change. Providers may satisfy this requirement by filing the relevant portion of FCC Form 499–A in accordance with the Instructions to such form.

Not applicable to the Virginia Relay Program

(D) Data collection and audits. (1) TRS providers seeking compensation from the TRS Fund shall provide the administrator with true and adequate data, and other historical, projected and state rate related information reasonably requested to determine the TRS Fund revenue requirements and payments. TRS providers shall provide the administrator with the following: total TRS minutes of use, total interstate TRS minutes of use, total TRS investment in general in accordance with part 32 of this chapter, and other historical or projected information reasonably requested by the administrator for purposes of computing payments and revenue requirements.

Not applicable to the Virginia Relay Program

(2) Call data required from all TRS providers. In addition to the data requested by paragraph (c)(5)(iii)(C)(1) of this section, TRS providers seeking compensation from the TRS Fund shall submit the following specific data associated with each TRS call for which compensation is sought:

(i) The call record ID sequence;

(ii) CA ID number;

(iii) Session start and end times noted at a minimum to the nearest second;

(iv) Conversation start and end times noted at a minimum to the nearest second;

(v) Incoming telephone number and IP address (if call originates with an IP-based device) at the time of the call;

(vi) Outbound telephone number (if call terminates to a telephone) and IP address (if call terminates to an IP-based device) at the time of call;

(vii) Total conversation minutes;

(viii) Total session minutes;

(ix) The call center (by assigned center ID number) that handled the call; and

(x) The URL address through which the call is handled.

(3) Additional call data required from Internet-based Relay Providers. In addition to the data required by paragraph (c)(5)(iii)(C)(2) of this section, Internet-based Relay Providers seeking compensation from the Fund shall submit speed of answer compliance data.

(4) Providers submitting call record and speed of answer data in compliance with paragraphs (c)(5)(iii)(C)(2) and (c)(5)(iii)(C)(3) of this section shall:

(i) Employ an automated record keeping system to capture such data required pursuant to paragraph (c)(5)(iii)(C)(2) of this section for each TRS call for which minutes are submitted to the fund administrator for compensation; and

(ii) Submit such data electronically, in a standardized format. For purposes of this subparagraph, an automated record keeping system is a system that captures data in a computerized and electronic format that does not allow human intervention during the call session for either conversation or session time.

(5) Certification. The chief executive officer (CEO), chief financial officer (CFO), or other senior executive of a TRS provider with first hand knowledge of the accuracy and completeness of the information provided, when submitting a request for compensation from the TRS Fund must, with each such request, certify as follows:

I swear under penalty of perjury that:

(i) I am __ (name and title), _an officer of the above-named reporting entity and that I have examined the foregoing reports and that all requested information has been provided and all statements of fact, as well as all cost and demand data contained in this Relay Services Data Request, are true and accurate; and

(ii) The TRS calls for which compensation is sought were handled in compliance with Section 225 of the Communications Act and the Commission's rules and orders, and are not the result of impermissible financial incentives or payments to generate calls.

(6) Audits . The fund administrator and the Commission, including the Office of Inspector General, shall have the authority to examine and verify TRS provider data as necessary to assure the accuracy and integrity of TRS Fund payments. TRS providers must submit to audits annually or at times determined appropriate by the Commission, the fund administrator, or by an entity approved by the Commission for such purpose. A TRS provider that fails to submit to a requested audit, or fails to provide documentation necessary for verification upon reasonable request, will be subject to an automatic suspension of payment until it submits to the requested audit or provides sufficient documentation.

(7) Call data record retention . Internet-based TRS providers shall retain the data required to be submitted by this section, and all other call detail records, other records that support their claims for payment from the TRS Fund, and records used to substantiate the costs and expense data submitted in the annual relay service data request form, in an electronic format that is easily retrievable, for a minimum of five years.

(E) Payments to TRS providers. TRS Fund payments shall be distributed to TRS providers based on formulas approved or modified by the Commission. The administrator shall file schedules of payment formulas with the Commission. Such formulas shall be designed to compensate TRS providers for reasonable costs of providing interstate TRS, and shall be subject to Commission approval. Such formulas shall be based on total monthly interstate TRS minutes of use. TRS minutes of use for purposes of interstate cost recovery under the TRS Fund are defined as the minutes of use for completed interstate TRS calls placed through the TRS center beginning after call set-up and concluding after the last message call unit. In addition to the data required under paragraph (c)(5)(iii)(C) of this section, all TRS providers, including providers who are not interexchange carriers, local exchange carriers, or certified state relay providers, must submit reports of interstate TRS minutes of use to the administrator in order to receive payments. The administrator shall establish procedures to verify payment claims, and may suspend or delay payments to a TRS provider if the TRS provider fails to provide adequate verification of payment upon reasonable request, or if directed by the Commission to do so. The TRS Fund administrator shall make payments only to eligible TRS providers operating pursuant to the mandatory minimum standards as required in §64.604, and after disbursements to the administrator for reasonable expenses incurred by it in connection with TRS Fund administration. TRS providers receiving payments shall file a form prescribed by the administrator. The administrator shall fashion a form that is consistent with parts 32 and 36 procedures reasonably tailored to meet the needs of TRS providers. The Commission shall have authority to audit providers and have access to all data, including carrier specific data, collected by the fund administrator. The fund administrator shall have authority to audit TRS providers reporting data to the administrator. The formulas should appropriately compensate interstate providers for the provision of VRS, whether intrastate or interstate.

(F) Eligibility for payment from the TRS Fund. (1) TRS providers, except Internet-based TRS providers, eligible for receiving payments from the TRS Fund must be:

(i) TRS facilities operated under contract with and/or by certified state TRS programs pursuant to §64.606; or

(ii) TRS facilities owned or operated under contract with a common carrier providing interstate services operated pursuant to this section; or

(iii) Interstate common carriers offering TRS pursuant to this section.

(2) Internet-based TRS providers eligible for receiving payments from the TRS fund must be certified by the Commission pursuant to §64.606.

(G) Any eligible TRS provider as defined in paragraph (c)(5)(iii)(F) of this section shall notify the administrator of its intent to participate in the TRS Fund thirty (30) days prior to submitting reports of TRS interstate minutes of use in order to receive payment settlements for interstate TRS, and failure to file may exclude the TRS provider from eligibility for the year.

(H) Administrator reporting, monitoring, and filing requirements. The administrator shall perform all filing and reporting functions required in paragraphs (c)(5)(iii)(A) through (c)(5)(iii)(J) of this section. TRS payment formulas and revenue requirements shall be filed with the Commission on May 1 of each year, to be effective the following July 1. The administrator shall report annually to the Commission an itemization of monthly administrative costs which shall consist of all expenses, receipts, and payments associated with the administration of the TRS Fund. The administrator is required to keep the TRS Fund separate from all other funds administered by the administrator, shall file a cost allocation manual (CAM) and shall provide the Commission full access to all data collected pursuant to the administration of the TRS Fund. The administrator shall account for the financial transactions of the TRS Fund in accordance with generally accepted accounting principles for federal agencies and maintain the accounts of the TRS Fund in accordance with the United States Government Standard General Ledger. When the administrator, or any independent auditor hired by the administrator, conducts audits of providers of services under the TRS program or contributors to the TRS Fund, such audits shall be conducted in accordance with generally accepted government auditing standards. In administering the TRS Fund, the administrator shall also comply with all relevant and applicable federal financial management and reporting statutes. The administrator shall establish a non-paid voluntary advisory committee of persons from the hearing and speech disability community, TRS users (voice and text telephone), interstate service providers, state representatives, and TRS providers, which will meet at reasonable intervals (at least semi-annually) in order to monitor TRS cost recovery matters. Each group shall select its own representative to the committee. The administrator's annual report shall include a discussion of the advisory committee deliberations.

(I) Information filed with the administrator. The Chief Executive Officer (CEO), Chief Financial Officer (CFO), or other senior executive of a provider submitting minutes to the Fund for compensation must, in each instance, certify, under penalty of perjury, that the minutes were handled in compliance with section 225 and the Commission's rules and orders, and are not the result of impermissible financial incentives or payments to generate calls. The CEO, CFO, or other senior executive of a provider submitting cost and demand data to the TRS Fund administrator shall certify under penalty of perjury that such information is true and correct. The administrator shall keep all data obtained from contributors and TRS providers confidential and shall not disclose such data in company-specific form unless directed to do so by the Commission. Subject to any restrictions imposed by the Chief of the Consumer and Governmental Affairs Bureau, the TRS Fund administrator may share data obtained from carriers with the administrators of the universal support mechanisms (see §54.701 of this chapter), the North American Numbering Plan administration cost recovery (see §52.16 of this chapter), and the long-term local number portability cost recovery (see §52.32 of this chapter). The TRS Fund administrator shall keep confidential all data obtained from other administrators. The administrator shall not use such data except for purposes of

administering the TRS Fund, calculating the regulatory fees of interstate common carriers, and aggregating such fee payments for submission to the Commission. The Commission shall have access to all data reported to the administrator, and authority to audit TRS providers. Contributors may make requests for Commission nondisclosure of company-specific revenue information under §0.459 of this chapter by so indicating on the Telecommunications Reporting Worksheet at the time that the subject data are submitted. The Commission shall make all decisions regarding nondisclosure of company-specific information.

(J) [Reserved]

(K) All parties providing services or contributions or receiving payments under this section are subject to the enforcement provisions specified in the Communications Act, the Americans with Disabilities Act, and the Commission's rules.

(L) Procedures for the suspension/withholding of payment. (1) The Fund administrator will continue the current practice of reviewing monthly requests for compensation of TRS minutes of use within two months after they are filed with the Fund administrator.

(2) If the Fund administrator in consultation with the Commission, or the Commission on its own accord, determines that payments for certain minutes should be withheld, a TRS provider will be notified within two months from the date for the request for compensation was filed, as to why its claim for compensation has been withheld in whole or in part. TRS providers then will be given two additional months from the date of notification to provide additional justification for payment of such minutes of use. Such justification should be sufficiently detailed to provide the Fund administrator and the Commission the information needed to evaluate whether the minutes of use in dispute are compensable. If a TRS provider does not respond, or does not respond with sufficiently detailed information within two months after notification that payment for minutes of use is being withheld, payment for the minutes of use in dispute will be denied permanently.

(3) If, the TRS provider submits additional justification for payment of the minutes of use in dispute within two months after being notified that its initial justification was insufficient, the Fund administrator or the Commission will review such additional justification documentation, and may ask further questions or conduct further investigation to evaluate whether to pay the TRS provider for the minutes of use in dispute, within eight months after submission of such additional justification.

(4) If the provider meets its burden to establish that the minutes in question are compensable under the Commission's rules, the Fund administrator will compensate the provider for such minutes of use. Any payment by the Commission will not preclude any future action by either the Commission or the U.S. Department of Justice to recover past payments (regardless of whether the payment was the subject of withholding) if it is determined at any time that such payment was for minutes billed to the Commission in violation of the Commission's rules or any other civil or criminal law.

(5) If the Commission determines that the provider has not met its burden to demonstrate that

the minutes of use in dispute are compensable under the Commission's rules, payment will be permanently denied. The Fund administrator or the Commission will notify the provider of this decision within one year of the initial request for payment.

Not applicable to the Virginia Relay Program.

(M) Whistleblower protections. Providers shall not take any reprisal in the form of a personnel action against any current or former employee or contractor who discloses to a designated manager of the provider, the Commission, the TRS Fund administrator or to any Federal or state law enforcement entity, any information that the reporting person reasonably believes evidences known or suspected violations of the Communications Act or TRS regulations, or any other activity that the reporting person reasonably believes constitutes waste, fraud, or abuse, or that otherwise could result in the improper billing of minutes of use to the TRS Fund and discloses that information to a designated manager of the provider, the Commission, the TRS Fund administrator or to any Federal or state law enforcement entity.

Providers shall provide an accurate and complete description of these TRS whistleblower protections, including the right to notify the FCC's Office of Inspector General or its Enforcement Bureau, to all employees and contractors, in writing. Providers that already disseminate their internal business policies to its employees in writing (e.g. in employee handbooks, policies and procedures manuals, or bulletin board postings—either online or in hard copy) must include an accurate and complete description of these TRS whistleblower protections in those written materials.

The current provider for the Virginia Relay Service, AT&T, has procedures in place to annually review with all of its employees and staff who support the TRS program, the Whistle Blower Protection requirements. Evidence of coverage can be provided upon request by the state or federal agency.

(N) In addition to the provisions set forth above, VRS providers shall be subject to the following provisions:

(1) Eligibility for reimbursement from the TRS Fund. (i) Only an eligible VRS provider, as defined in paragraph (c)(5)(iii)(F) of this section, may hold itself out to the general public as providing VRS.

(ii) VRS service must be offered under the name by which the eligible VRS provider offering such service became certified and in a manner that clearly identifies that provider of the service. Where a TRS provider also utilizes sub-brands to identify its VRS, each sub-brand must clearly identify the eligible VRS provider. Providers must route all VRS calls through a single URL address used for each name or sub-brand used.

(iii) An eligible VRS provider may not contract with or otherwise authorize any third party to provide interpretation services or call center functions (including call distribution, call routing, call setup, mapping, call features, billing, and registration) on its behalf, unless that

authorized third party also is an eligible provider.

(iv) To the extent that an eligible VRS provider contracts with or otherwise authorizes a third party to provide any other services or functions related to the provision of VRS other than interpretation services or call center functions, that third party must not hold itself out as a provider of VRS, and must clearly identify the eligible VRS provider to the public. To the extent an eligible VRS provider contracts with or authorizes a third party to provide any services or functions related to marketing or outreach, and such services utilize VRS, those VRS minutes are not compensable on a per minute basis from the TRS fund.

(v) All third-party contracts or agreements entered into by an eligible provider must be in writing. Copies of such agreements shall be made available to the Commission and to the TRS Fund administrator upon request.

(2) Call center reports . VRS providers shall file a written report with the Commission and the TRS Fund administrator, on April 1st and October 1st of each year for each call center that handles VRS calls that the provider owns or controls, including centers located outside of the United States, that includes:

(i) The complete street address of the center;

(ii) The number of individual CAs and CA managers; and

(iii) The name and contact information (phone number and e-mail address) of the manager(s) at the center. VRS providers shall also file written notification with the Commission and the TRS Fund administrator of any change in a center's location, including the opening, closing, or relocation of any center, at least 30 days prior to any such change.

(3) Compensation of CAs . VRS providers may not compensate, give a preferential work schedule or otherwise benefit a CA in any manner that is based upon the number of VRS minutes or calls that the CA relays, either individually or as part of a group.

(4) Remote training session calls . VRS calls to a remote training session or a comparable activity will not be compensable from the TRS Fund when the provider submitting minutes for such a call has been involved, in any manner, with such a training session. Such prohibited involvement includes training programs or comparable activities in which the provider or any affiliate or related party thereto, including but not limited to its subcontractors, partners, employees or sponsoring organizations or entities, has any role in arranging, scheduling, sponsoring, hosting, conducting or promoting such programs or activities.

Not applicable to the Virginia Relay Program.

(6) Complaints —(i) Referral of complaint. If a complaint to the Commission alleges a violation of this subpart with respect to intrastate TRS within a state and certification of the

program of such state under §64.606 is in effect, the Commission shall refer such complaint to such state expeditiously.

(ii) Intrastate complaints shall be resolved by the state within 180 days after the complaint is first filed with a state entity, regardless of whether it is filed with the state relay administrator, a state PUC, the relay provider, or with any other state entity.

All customer inquiries and complaints are resolved in an expedient manner and usually within 24-48 hours. All records of customer complaints are captured in a special customer contact database that allows for either retrieval of information upon request by any state or federal agency.

(iii) Jurisdiction of Commission. After referring a complaint to a state entity under paragraph (c)(6)(i) of this section, or if a complaint is filed directly with a state entity, the Commission shall exercise jurisdiction over such complaint only if:

(A) Final action under such state program has not been taken within:

(1) 180 days after the complaint is filed with such state entity; or

(2) A shorter period as prescribed by the regulations of such state; or

(B) The Commission determines that such state program is no longer qualified for certification under §64.606.

(iv) The Commission shall resolve within 180 days after the complaint is filed with the Commission any interstate TRS complaint alleging a violation of section 225 of the Act or any complaint involving intrastate relay services in states without a certified program. The Commission shall resolve intrastate complaints over which it exercises jurisdiction under paragraph (c)(6)(iii) of this section within 180 days.

(v) Complaint procedures. Complaints against TRS providers for alleged violations of this subpart may be either informal or formal.

(A) Informal complaints —(1) Form. An informal complaint may be transmitted to the Consumer & Governmental Affairs Bureau by any reasonable means, such as letter, facsimile transmission, telephone (voice/TRS/TTY), Internet e-mail, or some other method that would best accommodate a complainant's hearing or speech disability.

(2) Content. An informal complaint shall include the name and address of the complainant; the name and address of the TRS provider against whom the complaint is made; a statement of facts supporting the complainant's allegation that the TRS provided it has violated or is violating section 225 of the Act and/or requirements under the Commission's rules; the specific relief or satisfaction sought by the complainant; and the complainant's preferred format or method of response to the complaint by the Commission and the defendant TRS

provider (such as letter, facsimile transmission, telephone (voice/TRS/TTY), Internet e-mail, or some other method that would best accommodate the complainant's hearing or speech disability).

(3) Service; designation of agents. The Commission shall promptly forward any complaint meeting the requirements of this subsection to the TRS provider named in the complaint. Such TRS provider shall be called upon to satisfy or answer the complaint within the time specified by the Commission. Every TRS provider shall file with the Commission a statement designating an agent or agents whose principal responsibility will be to receive all complaints, inquiries, orders, decisions, and notices and other pronouncements forwarded by the Commission. Such designation shall include a name or department designation, business address, telephone number (voice and TTY), facsimile number and, if available, internet e-mail address.

(B) Review and disposition of informal complaints. (1) Where it appears from the TRS provider's answer, or from other communications with the parties, that an informal complaint has been satisfied, the Commission may, in its discretion, consider the matter closed without response to the complainant or defendant. In all other cases, the Commission shall inform the parties of its review and disposition of a complaint filed under this subpart. Where practicable, this information shall be transmitted to the complainant and defendant in the manner requested by the complainant (e.g., letter, facsimile transmission, telephone (voice/TRS/TTY) or Internet e-mail.

(2) A complainant unsatisfied with the defendant's response to the informal complaint and the staff's decision to terminate action on the informal complaint may file a formal complaint with the Commission pursuant to paragraph (c)(6)(v)(C) of this section.

(C) Formal complaints. A formal complaint shall be in writing, addressed to the Federal Communications Commission, Enforcement Bureau, Telecommunications Consumer Division, Washington, DC 20554 and shall contain:

(1) The name and address of the complainant,

(2) The name and address of the defendant against whom the complaint is made,

(3) A complete statement of the facts, including supporting data, where available, showing that such defendant did or omitted to do anything in contravention of this subpart, and

(4) The relief sought.

(D) Amended complaints. An amended complaint setting forth transactions, occurrences or events which have happened since the filing of the original complaint and which relate to the original cause of action may be filed with the Commission.

(E) Number of copies. An original and two copies of all pleadings shall be filed.

(F) Service. (1) Except where a complaint is referred to a state pursuant to §64.604(c)(6)(i), or where a complaint is filed directly with a state entity, the Commission will serve on the named party a copy of any complaint or amended complaint filed with it, together with a notice of the filing of the complaint. Such notice shall call upon the defendant to satisfy or answer the complaint in writing within the time specified in said notice of complaint.

(2) All subsequent pleadings and briefs shall be served by the filing party on all other parties to the proceeding in accordance with the requirements of §1.47 of this chapter. Proof of such service shall also be made in accordance with the requirements of said section.

(G) Answers to complaints and amended complaints. Any party upon whom a copy of a complaint or amended complaint is served under this subpart shall serve an answer within the time specified by the Commission in its notice of complaint. The answer shall advise the parties and the Commission fully and completely of the nature of the defense and shall respond specifically to all material allegations of the complaint. In cases involving allegations of harm, the answer shall indicate what action has been taken or is proposed to be taken to stop the occurrence of such harm. Collateral or immaterial issues shall be avoided in answers and every effort should be made to narrow the issues. Matters alleged as affirmative defenses shall be separately stated and numbered. Any defendant failing to file and serve an answer within the time and in the manner prescribed may be deemed in default.

(H) Replies to answers or amended answers. Within 10 days after service of an answer or an amended answer, a complainant may file and serve a reply which shall be responsive to matters contained in such answer or amended answer and shall not contain new matter. Failure to reply will not be deemed an admission of any allegation contained in such answer or amended answer.

(I) Defective pleadings. Any pleading filed in a complaint proceeding that is not in substantial conformity with the requirements of the applicable rules in this subpart may be dismissed.

The Virginia Relay Program and our state relay provider, AT&T, have an effective process in place for addressing and resolving customer complaints about the state relay program or its provider. Customers are able to file complaints either directly with the state or with the relay provider. All complaints are registered and tracked in a database which includes details such as date of complaint, nature of complaint, disposition and resolution of complaint. Other details provided such as type of call, CA #, etc. are also included.

The Commonwealth of Virginia and AT&T Relay Services are committed to ensuring relay users are satisfied with the service provided, and work closely together to quickly address any issues involving the relay service.

Over the past five years, the average turnaround time for resolution of complaints

has been 24-48 hours with the majority of complaints being resolved on the same day. All complaints directly related to the CA performance are routed to the relay center manager, who is required to meet with the individual CA within seventy-two hours of receipt of the complaint. Additional CA training is then scheduled if appropriate. Complaints or inquiries related to technical or billing issues are not subject to a specific deadline since technical research or follow-up with other entities may be necessary. However, timely resolution of these types of complaints is still required and monitored by the Commonwealth of Virginia.

In rare occasions, if a complaint takes longer than 30 days to resolve and/or appears to address a violation of FCC standards, appropriate PSC representatives contact AT&T for additional information or status.

Ongoing communication on status and resolution of the complaint continues, but rarely if ever reaches this point. The complainant is also informed about the federal informal and formal complaint process with the FCC.

The Virginia TRS Relay Program is in full compliance with FCC requirements regarding the consumer complaint process.

(7) Treatment of TRS customer information. Beginning on July 21, 2000, all future contracts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service provision. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order.

The Virginia Relay and AT&T use Relay Customer Preference/Profiles (RCPs) to store customer information, and the RCPs are available to all Virginia TRS Relay users. RCPs can be used to identify incoming call types, designate preferred toll and long distance carriers, and indicate call preferences and store over 100 frequently dialed telephone numbers. Other special and enhanced features are also available for STS users and Deaf/Blind users. RCPs can be set-up by mailing an RCP form to AT&T, on-line at <http://www.att.com/relay> or by faxing their completed form to the AT&T Customer Care Center. Customers can also create/update their RCP information by contacting the Customer Care Center either through voice or TTY.

All information on the RCP is strictly confidential and is not used for marketing of other products or services. No information is ever sold or otherwise revealed without the consent of the profiled user. However, in compliance with FCC requirements, all customer information contained in the RCP is transferrable to an incoming TRS vendor within the timeframe of 60 days.

§ 64.605 to § 64.613

Not applicable to the Virginia TRS Relay Program.

Section II



**Captioned Telephone Relay Services
CapTel®**

In partnership with



**Questions or concerns related to the technical, operational or
functional requirements of this application may be directed to:**

**Dixie Ziegler
Vice President of Relay
Hamilton Relay, Inc.
1001 12th Street
Aurora, NE 68818
Voice/TTY: 402-694-3656
Toll Free: 800-618-4781
Fax: 402-694-5037
E-mail: dixie.ziegler@hamiltonrelay.com
Website: www.hamiltonrelay.com**

§ 64.604 Mandatory minimum standards.

(b) Technical standards –

(1) ASCII and Baudot. TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.

This section has been waived for captioned telephone service.

(2) Speed of answer.

(i) TRS providers shall ensure adequate TRS facility staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network. (ii) TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS facility's network. A TRS facility shall ensure that adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network. (A) The call is considered delivered when the TRS facility's equipment accepts the call from the local exchange carrier (LEC) and the public switched network actually delivers the call to the TRS facility. (B) Abandoned calls shall be included in the speed-of-answer calculation. (C) A TRS provider's compliance with this rule shall be measured on a daily basis. (D) The system shall be designed to a P.01 standard. (E) A LEC shall provide the call attempt rates and the rates of calls blocked between the LEC and the TRS facility to relay administrators and TRS providers upon request.

Captioned Telephone Answer Performance

Virginia's Captioned Telephone answers 85% of calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in queue or on hold.

Virginia's Captioned Telephone provider ensures that adequate staffing is supplied to provider Captioned Telephone users with an average answer speed of 85% of all calls answered within 10 seconds on a daily basis including abandons. As an experienced Captioned Telephone provider, Virginia's Captioned Telephone provider communicates with CTI frequently to project future demand so all standards can be met.

Virginia ensures that service standards relating to answer speed are met including during those times of increases or spikes in call volume. CTI tracks the number of CapTel phones distributed to users. Combining this with an average length of each call allows CTI to predict the number of Captioning Assistants that are needed. CTI provides adequate trunking capacity, CA workstations, personnel staffing, and equipment capacity to meet the current standard of 85% of all calls answered within 10 seconds on a daily basis. Abandoned calls are included in the speed of answer calculation. CTI also has reporting mechanisms and alarm systems to detect and record failures.

Virginia ensures compliance with the P.01 customary TRS industry standard for blockage. Virginia's Captioned Telephone provider commits to ensuring that no more than one call in 100 will receive a busy signal when calling the Captioning Center at the busiest hour.

(3) Equal access to interexchange carriers. TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.

Captioned Telephone Carrier of Choice

Virginia's Captioned Telephone provider ensures that Captioned Telephone users will have the ability to access their chosen carrier of choice for intrastate or interstate interexchange carrier calls without regard to what CapTel phone they may call from to the same extent such access can typically be made by a TRS user (such as using 10-10-XXXX to access carrier of choice).

Virginia's Captioned Telephone provider informs Captioned Telephone users of the need to designate a long distance carrier for long distance Captioned Telephone calls and the consequences of not making such a designation through a variety of methods including customer service, newsletters, the website, etc.

If a customer needs to make long distance calls with Captioned Telephone, they must register their existing long distance service or calling plan with Captioned Telephone Customer Service to ensure that any long distance charges are billed under their current long distance provider.

If they do not register a preferred long distance provider with Captioned Telephone, any long distance captioned calls they make will be automatically billed by Virginia's TRS long distance carrier, AT&T, at a discounted long distance rate. There is no charge to customers for using the CapTel captioning service.

Customers can complete a Captioned Telephone Database Profile Request in order to specify their long distance carrier of choice. Customers can also designate their carrier of choice via the Captioned Telephone website or by calling Customer Service. Customers simply indicate which carrier they want to use.

Virginia's Captioned Telephone provider has the ability to accurately determine call jurisdiction information in order to ensure that callers have access to extended community calling plans, optional calling plans and other special situations to the same extent provided by traditional relay service by delivering the call to the user's chosen IXC.

Captioned Telephone End User Billing

Captioned Telephone users can utilize alternate billing arrangements; for example, collect, third number, person to person, calling card, credit card, and 900 number services.

Captioned Telephone users are not charged for use of the service. All local calls are provided free of charge to the consumer. All billing is performed by the customer's long distance carrier of choice. All billing information is routed to the customer's carrier during the outbound call setup. The carrier provides accurate billing to the customer using the same process used for regular non-Captioned Telephone calls.

All interstate calls, including out of state long distance and international calls are billed to the Interstate TRS Fund. Jurisdiction information is captured while the call is in progress and recorded in the CDR. This information is passed to the Captioned Telephone user's carrier of choice during the outbound call set-up for accurate billing to the Captioned Telephone user.

Directory Assistance via Captioned Telephone

Virginia's Captioned Telephone provider offers access to directory assistance to the same extent directory assistance is offered to Traditional TRS users. The Captioned Telephone user's carrier of choice bills for interlata and intralata directory assistance calls at their tariffed rate. All billing is performed by the customer's carrier. The call is then processed like all other Captioned Telephone calls.

(4) TRS facilities.

(i) TRS shall operate every day, 24 hours a day. Relay services that are not mandated by this Commission need not be provided every day, 24 hours a day, except VRS.

Virginia provides captioned telephone service 24 hours a day, 7 days a week. .

(ii) TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.

Captioned Telephone Facilities and Redundancy

Captioned Telephone Services are provided from several locations. CTI's CapTel Service Relay Centers located in Madison, WI and Milwaukee, WI. Virginia's Captioned Telephone provider, Hamilton Relay, also processes Captioned Telephone calls from its own Call Centers located in Aurora, Nebraska; Baton Rouge, Louisiana; and Frostburg, Maryland. Approximately half of Virginia captioned telephone calls are handled by Hamilton centers.

Virginia ensures that Captioned Telephone Service is available 24 hours per day, 7 days per week, and 365 days per year. CTI has the needed redundancy in switching mechanisms and telecommunications facilities to ensure operation 24 hours a day.

Each CapTel Center is equipped with redundant systems for power. The CapTel Centers utilize a combination of battery backup, commercial UPS supply, and/or auxiliary generator to supply uninterruptible power to the CapTel Center for extended periods of time. Redundant systems for power include ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

The CapTel switching system includes a redundant Central Processing Unit (CPU) on “hot stand-by” to ensure that no calls are dropped due to processor failure, a full Maintenance and Administrative Terminal with keyboard, screen and printer capabilities, on-line monitoring, real time programming capabilities which does not take the system off-line, and an inventory of spare critical components which are maintained on site to ensure the required levels of service are met

It is also important to ensure that equipment and technology is tested and upgraded frequently. Hamilton and CTI communicate frequently and review plans to ensure redundancy, including: replacing servers with ones that have lower power requirements, allowing for longer power if back-up power is needed; deploying new servers which allow for more robust monitoring to see any signs of trouble before it would affect call processing; and deploying all servers and core switching gear are on a SONET fiber ring at each location.

(5) Technology. No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to person with disabilities. TRS facilities are permitted to use SS7 technology or any other type of similar technology to enhance the functional equivalency and quality of TRS. TRS facilities that utilize SS7 technology shall be subject to the Calling Party Telephone Number rules set forth at 47 CFR 64.1600 et seq. (6) Caller ID. When a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party.

True Caller ID via Captioned Telephone

Virginia’s Captioned Telephone provider offers FCC compliant Caller ID services. The FCC has required that when a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party. Virginia’s Captioned Telephone provider has been providing True Caller ID which passes along the 10-digit number of the person calling since August 1, 2005.

The actual identity of the Calling Party is presented to the Called Party’s Caller ID box (True Caller ID). With True Caller ID, the Called Party may not know that they received a call via the Captioned Telephone service. Also if the Calling Party blocks their Caller ID, the Called Party does not receive any Caller ID information, functionally equivalent to a normal telephone call. Caller ID information of the Called Party is shown on the CapTel display screen.

§ 64.604 Mandatory minimum standards.

The standards in this section are applicable December 18, 2000, except as stated in paragraphs (c)(2) and (c)(7) of this section.

(a) Operational standards (1) Communications assistant (CA). (i) TRS providers are responsible for requiring that all CAs be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing and speech disabilities. (ii) CAs must have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications. (iii) CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed.

Captioned Telephone Service (CapTel)

Virginia Captioned Telephone provides Captioned Telephone service 24 hours a day, 7 days a week, 365 days a year in a manner that is functionally equivalent to traditional voice calls. Captioned Telephone users place a call in the same way as dialing a traditional phone. As they dial, the CapTel phone automatically connects to a captioning service. When the other party answers, the CapTel phone user hears everything that is said, just like a traditional telephone call.

FCC Captioned Telephone Regulations and Waivers

The FCC has issued a separate Ruling specifically for Captioned Telephone: Declaratory Ruling on August 1, 2003 CC Docket No. 98-67, FCC 03-190 document. In this Ruling the FCC found that captioned telephone VCO service (Captioned Telephone Service is a form of this) is a type of TRS. In addition the FCC waived certain TRS mandatory minimum standards that do not apply to captioned telephone VCO service, and waived other TRS mandatory minimum standards for captioned telephone VCO (see list below). On July 14, 2005 the FCC clarified that Two-Line Captioned Telephone Service is a type of telecommunications relay service eligible for compensation from the Interstate TRS Fund.

Virginia's Captioned Telephone Service offering meets all FCC minimum standards.

The Declaratory Ruling referenced above serves as the primary source in meeting the existing minimum standards including waivers of the six TRS requirements for Captioned Telephone Services. The FCC issued an order on August 14, 2006 (CG Docket No. 03-123, DA 06-1627 document) making these temporary waivers permanent.

Captioned Telephone waivers include:

1. Speech to Speech (STS) and Hearing Carryover (HCO)
2. Communication Assistants waivers:
 - TRS mandatory minimum standard requiring CAs to be competent in

- interpretation of typewritten ASL as applied to Captioned Telephone CAs.
- CA oral-to-type test requirement and permit the use of an oral-to-text test instead for Captioned Telephone CAs.
- Requirement that CAs not refuse single or sequential calls as applied to Captioned Telephone CAs handling outbound Captioned Telephone calls.
- Gender preference.
- 60 wpm mandatory typing speed for CAs.
- 3. Interrupt Functionality
- 4. Call Release
- 5. ASCII and Baudot Format

Captioned Telephone Training

All Captioned Telephone CAs are required to satisfactorily complete a series of skills assessments to achieve the expertise and knowledge to adequately and accurately caption in a professional manner the words spoken by the hearing party without intervening in the communication between the parties. The evaluation process includes the quality of voice, clarity of speech and correct use of words and sentence structure.

A detailed CA training plan is in place to ensure that all standards as applied by the FCC to the provision of Captioned Telephone are met by each Captioned Telephone CA. At any time if a prospective CA does not demonstrate the ability to achieve the expected standards, they may be removed from the training group.

After initial training, Captioned Telephone trainees are tested through the administration of timing scripts in a test environment. Each CA is required to successfully pass two rounds of timings consecutively prior to handling live calls. In addition, trainees are required to meet specified monitor scores when being evaluated on live call processing. Captioned Telephone Captionists are monitored daily and if a Captionist fails a monitoring, they are not allowed to process live calls until they are able to pass monitoring.

Captioned Telephone Ongoing Training

All Captioned Telephone CAs receive all necessary ongoing training. CAs are monitored on each shift and if they are found to need additional training or re-training, they are taken off line and given the necessary training. In addition, CAs are retrained on new features and capabilities of CTI's Captioned Telephone service platform including any new or improved voice recognition systems used in the platform.

CAs are tested monthly through the administration of Timing Scripts in a test environment. In addition, CAs are periodically monitored while processing live calls. Only the scores of each CA are maintained in a database. No other information regarding conversations is kept at any time.

Captioned Telephone Quality Assurance

One way that quality is measured is through the CA testing program which requires a proficiency level for Captioned Telephone CAs of 130 WPM speed of transcription with

a 2% or less Error Rate and 98% accuracy requirement in a testing environment.

Captioned Telephone Service CAs adhere to the following minimum standards:

- The Captioned Telephone CA is trained to caption the words spoken by the hearing party as accurately as reasonably possible without intervening in the communications. The CA is permitted to provide background noise identification;
- The Captioned Telephone CA shall not maintain any records of conversation content and shall keep the existence and content of all calls confidential;
- The Captioned Telephone CA shall be required to meet the FCC standards for TRS minimum transcription speed;
- The Captioned Telephone CA shall not limit the length of a call and shall stay with the call for a minimum of ten minutes when answering and placing a call;
- The Captioned Telephone CA shall pass along a Captioned Telephone caller's ANI to the appropriate PSAP if the caller disconnects before being connected to emergency services;
- Captioned Telephone personnel have the requisite experience, expertise, skills, education, knowledge and training to perform Captioned Telephone Services in a professional manner.

(v) CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes.

Change of Captioned Telephone CA

Virginia Captioned Telephone is in compliance with the FCC rule which requires that the CA shall stay with a relay call for a minimum of ten minutes.

The situations in which a CA would change during a call would include:

- 1) More than 10 minutes past scheduled break or lunch time
- 2) More than 10 minutes past the end of a shift
- 3) CA is observed having extreme difficulty processing the call
- 4) Call has been in progress more than 30 minutes with difficult call content or speed, or 60 minutes or more of an average call

The change of CA is handled through a supervisor who approves the change, finds an available CA to exchange, and issues the Call Take Over. When a change occurs, the new CA is identified to the Captioned Telephone user. Just prior to the change in CA a message is sent to the Captioned Telephone user indicating there will be a change in CA. After the change, a new message is sent with the new CA number indicating they have taken over the call. This way the client can choose to stop the standard phone user from talking for a moment until the new CA is fully in place. The change attempts to take place while the client is speaking so that the least amount of information to caption is lost.

(vi) TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.

Not applicable to Captioned Telephone.

(vii) TRS shall transmit conversations between TTY and voice callers in real time.

Virginia CapTel provide real-time communications in transmission and reception of text and speech in which the CA can nearly simultaneously transcribe the speech of one party in a telephone call into text and then send that text together with the audible voice of the other party over the telephone network to their CapTel device.

(2) Confidentiality and conversation content.

(i) Except as authorized by section 705 of the Communications Act, 47 U.S.C.605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and with a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls.

(ii) CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call. An STS CA may facilitate the call of an STS user with a speech disability so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object. Appropriate measures must be taken by relay providers to ensure that confidentiality of VRS users is maintained.

Captioned Telephone Confidentiality Agreement

All Captioned Telephone CAs adhere to strict policies of confidentiality, which comply with all FCC confidentiality requirements. Virginia's Captioned Telephone provider collects only that personal information necessary to provide and bill for the Captioned Telephone service being rendered. Captioned Telephone CAs are also prohibited from intentionally altering a relayed conversation. Following is a Confidentiality Agreement that all CAs are required to sign prior to taking any live calls.

The success of Captioned Telephone depends on quality and complete confidentiality. All Captionists understand and abide by the confidentiality policy.

CAs do not discuss the contents of captioned calls, any caller identifying factors, calling

points, or other information about captioned calls other than what is necessary to train other CAs. The CapTel call center is isolated to assure confidentiality standards are upheld. The equipment and structural accommodations made to the CA workspace ensure the confidentiality of Captioned Telephone User's calls, and prevent the Captioned Telephone Users on one call from overhearing a CA processing another call.

Confidentiality Policy

- I will not disclose to any individual (outside of a member of the CapTel management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any Captioned Telephone call.
- I will not act upon any information received while processing a Captioned Telephone call.
- I will not disclose to anyone the names, schedules, or personal information of any fellow worker at CapTel Inc.
- I will not share any information about Captioned Telephone calls with anyone except a member of the CapTel Inc. management staff in order to investigate complaints, technical issues, etc.
- I will continue to hold in confidence all information related to the work and calls I have performed while at CapTel Inc. after my employment ends.
- I will NOT reveal my Captionist ID number in conjunction with my name unless asked by a member of the CapTel Inc. management staff.
- I will not share with anyone any technical aspect of my position at CapTel Inc. unless asked by a member of the CapTel Inc. management staff.
- I will not talk about consumers or call content with any fellow Captionists.
- I will not listen to or get involved in calls taken by fellow Captionists.

I have read the above Confidentiality Policy and understand a breach of confidentiality will result in disciplinary action up to and including termination of employment at CapTel, Inc. I recognize the serious and confidential nature of my position and therefore promise to abide by these guidelines.

Employee Name_____

Date_____

All information about users is treated confidentially and will not be sold, distributed, shared, or divulged by Hamilton or any of its employees, unless divulging such information is compelled by lawful order.

(3) Types of calls.

(i) Consistent with the obligations of telecommunications carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services. (ii) Relay services shall be capable of handling any type of call normally

provided by telecommunications carriers unless the Commission determines that it is not technologically feasible to do so. Relay service providers have the burden of proving the infeasibility of handling any type of call. (iii) Relay service providers are permitted to decline to complete a call because credit authorization is denied.

Types of Calls

Captioned Telephone CAs are prohibited from limiting the length of a call and are required to stay with a call for a minimum of ten minutes when answering and placing a call. Captioned Telephone transmits conversations between callers in real time. Virginia Captioned Telephone is capable of handling any type of call normally provided by telecommunications carriers, except for those types of calls and call functionality that has specifically been waived for Captioned Telephone Services.

(iv) Relay services shall be capable of handling pay-per-call calls.

Virginia CapTel is capable of handling 900 number services.

(v) TRS providers are required to provide the following types of TRS calls: (1) Text-to-voice and voice-to-text; (2) VCO, two-line VCO, VCO to-TTY, and VCO-to-VCO; (3) HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO.

Not applicable to captioned telephone service.

(vi) TRS providers are required to provide the following features: (1) Call release functionality; (2) speed dialing functionality; and (3) three-way calling functionality.

Call Release via Captioned Telephone

Call release has been waived for captioned telephone services.

Speed Dialing via Captioned Telephone

Virginia's Captioned Telephone provider offers speed dialing, which is built into the CapTel phone's Dialing Directory. To use this feature, the Captioned Telephone user saves the desired phone numbers in the CapTel memory. To speed dial a number in memory, the user simply presses the button next to the "Memory Dial/Redial" arrow. A list of saved numbers and the last number dialed is then displayed. The user then presses the button next to the number they wish to dial again and Captioned Telephone dials the number automatically.

Three-way Calling via Captioned Telephone

Virginia's Captioned Telephone provider offers FCC compliant Three-way calling. A standard telephone user can initiate a three-way call to a Captioned Telephone user. For example, two standard phone users are on a call. The party with three-way calling feature on his/her phone line would hook flash to put the other person on hold, and would then dial the national Captioned Telephone voice number and give the CA the Captioned Telephone user's telephone number or dial the Captioned Telephone user direct if a 2-Line Captioned Telephone user. All three parties would then be joined and the Captioned

Telephone user would receive captions on the call.

With 2-Line Captioned Telephone, the Captioned Telephone user can initiate a Three-way call in the same manner that a standard phone user would. The first line works exactly as a regular phone line (able to add another caller) and the second line supports the captions.

Call-Waiting via Captioned Telephone

Call-waiting is supported by 2-line Captioned Telephone. When the Captioned Telephone user hears (or reads in the captions) the “beep” telling him/her a second call is coming in, the party would simply press the FLASH button on their CapTel phone. The Captioned Telephone user’s second caller will be on-line, and the Captioned Telephone user will receive captions of the conversation. The Captioned Telephone user will still receive captions of their first conversation, if/when they return to the first caller by pressing the FLASH button again.

No charges will be assessed to Captioned Telephone users for these local exchange non-basic services beyond what the user pays their LEC for these services.

(vii) Voice mail and interactive menus. CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages. (viii) TRS providers shall provide, as TRS features, answering machine and voice mail retrieval.

Using Automated (Touchtone) Systems via Captioned Telephone

With Captioned Telephone, customers can easily receive and/or leave messages on answering machines or voice mail systems with automated menus.

The Captioned Telephone user can press the Captioned Telephone number buttons at any time during a call to make selections. This makes navigating automated systems easy.

The Captioned Telephone user can press a button as soon as they are ready to make a selection. The captioning service continuously transcribes what is heard regardless of what the Captioned Telephone user is saying or which buttons they press.

Some automated systems have very short response times which may disconnect the call. If this happens, the Captioned Telephone user will simply hang up and try the call again.

Leaving Messages on Answering Machines via Captioned Telephone

The Captioned Telephone user may begin leaving their message as soon as they see “BEEP” on the display screen or hear the recorded greeting end.

If no further information is received, the Captioned Telephone user may assume their message was recorded. If the answering machine is capable of confirming that a message was left, the Captioned Telephone user will see the confirmation message on the Captioned Telephone display.

Retrieving Voice Mail Messages via Captioned Telephone

The Captioned Telephone user simply calls into their voice mail/answering machine system as a remote caller, and follows the voice mail/answering machine prompts to retrieve the messages.

The Captioned Telephone user can press the number buttons at any time.

Captioning External Answering Machine Messages via Captioned Telephone

Captioned Telephone users can receive captions of voice messages left on an answering machine that is near the CapTel phone by playing the messages aloud by following these instructions:

1. With the handset hung up, press the menu button until “Caption External Answering Machine Messages” is displayed.
2. Press the button next to “OK”.
3. Pick up the CapTel handset and place the handset mouth piece next to the answering machine speaker. Make sure the handset mouthpiece is close enough to “hear” the messages as they are played aloud.
4. In this mode, Captioned Telephone will automatically dial the captioning service. Watch the display to see when a connection is established.
5. Start playing the voice messages aloud on your external answering machine. Watch the CapTel display to see captions of the voice messages.
6. Save or delete voice messages directly on the answering machine. When you are finished, hang up the CapTel handset. The “Caption External answering Machine Messages” feature will go off automatically.

(4) Emergency call handling requirements for TTY-based TRS providers. TTY-based TRS providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner.

Dialing 911 in an Emergency – Two-Line Captioned Telephone

When calling 911 in emergency situations using 2-Line Captioned Telephone, one line is routed directly to the appropriate 911 center and the second line is routed through the captioning center. This allows the user to receive captions on one line and hear the conversation on the other line. The 911 center receives the caller's ANI information directly from the network in the same way as a non-Captioned Telephone call.

Dialing 911 in an Emergency – Single Line Captioned Telephone

When calling 911 in emergency situations, the single line Captioned Telephone users’

call is automatically routed to the appropriate 911 center because the call was placed from the user's home line. 911 calls are **not** routed through the captioning service. This means:

- There are no delays in accessing emergency personnel, as calls are directly connected to a 911 call center.
- Emergency 911 calls are **not** captioned in the same manner that regular Captioned Telephone calls are because the call is not routed through the CapTel Captioning Service.
- The Captioned Telephone user speaks directly into the handset, as with any other Captioned Telephone call. The 911 call-taker will hear everything the Captioned Telephone user says. The Captioned Telephone user is not able to hear the call taker, but the dispatcher can type instructions on a TTY, which will appear on the Captioned Telephone display screen.
- Emergency 911 Services will know the ANI of the caller and be able to locate the individual and send appropriate help, based on the location from which the Captioned Telephone call is placed.

(5) STS called numbers. Relay providers must offer STS users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA must repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.

Not applicable to captioned telephone service.

§ 64.604 Mandatory minimum standards.

c) Functional standards —

(1) Consumer complaint logs. (i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution.

Virginia's CapTel provider tracks all TRS complaints and all other customer service activity and maintains a log of consumer complaints alleging a violation of federal minimum standards as it relates to the provisioning of CapTel and retains the log until the FCC grants the next application for certification.

All customer service activity including resolutions are documented in Captioned Telephone, Inc.'s customer service database. The log includes the following categories:

- Identification number
- Date and time the complaint was filed
- Contact type (method of contact)
- Technical or Service in nature
- The CA number
- The nature of the complaint
- Explanation of resolution
- Date and time (or status) of the resolution
- Customer Service representative handling the complaint

(ii) Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2001 shall indicate the number of complaints received from the date of OMB approval through May 31, 2001.

The provider for Virginia CapTel reports complaint activity to the Virginia Department for the Deaf and Hard of Hearing (VDDHH) on a monthly basis. VDDHH submits the necessary information to the FCC as required in § 64.601 Mandatory Minimum Standards on an annual basis. VDDHH has submitted copies of its 2008 through 2012 complaint logs to the FCC. The provider for Virginia CapTel issues each complaint a Record ID number to enable VDDHH and the FCC to quickly and easily identify the details of those particular complaints and contact information of the complainants. Copies of our Logs for the past five years can be found on the FCC website at http://transition.fcc.gov/cgb/dro/trs_virginia.html .

(2) Contact persons. Beginning on June 30, 2000, State TRS Programs, interstate TRS

providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. This submission must include, at a minimum, the following: (i) The name and address of the office that receives complaints, grievances, inquiries, and suggestions; (ii) Voice and TTY telephone numbers, fax number, e-mail address, and web address; and (iii) The physical address to which correspondence should be sent.

VDDHH submitted to the Commission a contact person for TRS consumer information and complaints about Intrastate TRS. The submission includes the name and address of the State office that receives complaints, grievances, inquiries and suggestions, voice and TTY telephone numbers, fax number, e-mail address, web address, and physical address to which correspondence should be sent. Following is the name of the contact at VDDHH for those purposes:

Clayton E. Bowen, VDDHH Relay and Technology Programs Manager
1602 Rolling Hills Drive, Suite 203
Richmond, VA 23229-5012
Tel/TTY Toll Free (800)552-7917; Tel/TTY Local (804)662-9704; Fax (804)662-9718
E-mail clayton.bowen@vddhh.virginia.gov

The Hamilton Telephone Company d/b/a Hamilton Telecommunications, the provider of Virginia CapTel, has submitted to the Commission a contact person for TRS consumer information and complaints about Hamilton's service. The submission includes the name and address of the state office that receives complaints, grievances, inquiries and suggestions, voice and TTY telephone numbers, fax number, e-mail address, and physical address to which correspondence should be sent. Following is the name of the contact at The Hamilton Telephone Company for those purposes:

Dixie Ziegler
Vice President of Relay
Hamilton Relay, Inc.
1006 12th Street
Aurora, NE 68818
Voice/TTY 402-694-3656
Fax: 402-694-5037
E-mail: dixie.ziegler@hamiltonrelay.com
Website: www.hamiltonrelay.com

(3) Public access to information. Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1 2001, ongoing education and

outreach programs that publicize the availability of 711-access to TRS in a manner reasonably designed to reach the largest number of consumers possible.

Community Outreach, Public Relations and Educational Programs

Virginia CapTel provides community and business outreach and promotes a public awareness campaign to educate all Virginia citizens about the service. Virginia's CapTel provider offers a full-time, in-state Outreach Coordinator in Virginia.

Virginia CapTel Outreach programs include demonstration of equipment and distribution of informational materials describing how to use CapTel. The Virginia CapTel Outreach Coordinator presents information to organizations and groups meet with businesses, schools and other public and private entities (including libraries) in order to describe CapTel and how it works. The Outreach Coordinator works with the elderly and people who have difficulty hearing to promote use of CapTel.

The Virginia CapTel Outreach program educates and markets CapTel services (i.e. public awareness of CapTel) across Virginia. The Outreach Coordinator provides users with information on how to place a Captioned Telephone call, provides users with suggestions on how to improve the efficiency of CapTel calls, and informs users about new CapTel functions and changes in the service through a variety of methods including inquiries made to Customer Service, CapTel brochures and other printable materials, website, newsletters, tradeshow, presentations, direct mails, press releases, etc.

The outreach team offers informative presentations on the features of relay services to organizations, relay user groups, businesses, educators and students, health care providers, 9-1-1 call centers, emergency, fire and law enforcement personnel, libraries, senior centers, and public and private entities. Virginia CapTel's statewide outreach and awareness efforts include:

- Presentations
- Exhibits
- 911 Education
- Strategies for reaching Hard to Reach Relay Users
- Hard of Hearing and Elderly Strategies
- Outreach to Businesses and Educational Institutions
- Equipment Distribution Programs
- Involvement of State Agencies
- Customized Outreach materials
- Promotional Materials
- Variety of Brochures
- Description of Complaint Procedures in Printed Materials
- Newsletters
- CapTel Web site
- Social Media
- Press Release and Public Relations

- Print Advertising
- Media Advertising

Please refer to Exhibit C for sample outreach materials and a list of the outreach activities Virginia CapTel has accomplished.

(4) Rates. TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.

Virginia's CapTel provider performs no billing. All billing is performed by the relay users' carrier of choice for both intralata and interlata toll calls. Thus the relay users' carrier of choice bills all intralata and interlata toll calls at their applicable discounted rate for relay users. Virginia's CapTel provider forwards the appropriate information digits identifying the call as a relay call to the carrier so that it can be identified as a relay call, rated and billed accordingly by the carrier. Each carrier providing long distance service to relay users is responsible to ensure that CTRS users shall pay no greater than the rates paid for functionally equivalent voice communication services.

(5) Jurisdictional separation of costs —

(i) General. Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended.

Virginia's CapTel provider presents the Interstate TRS Fund with a billing statement for all interstate minutes of relay in accordance with the requirements of the Interstate TRS Fund and consistent with FCC rulings. All intrastate minutes of use are compensated from the Virginia CapTel Fund.

(ii) Cost recovery. Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction. In a state that has a certified program under §64.606, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.

In 2006, the Virginia General Assembly passed House Bill 568 which changed the funding source for the state's relay services from the original surcharge on all residential and business lines in the state to a new communication tax effective January 1, 2007. Collected by the Virginia Department of Taxation, the new tax is applied to all landlines, wireless, internet phone, cable, and satellite services in Virginia. While the Communications Tax supports numerous state activities, those funds designated for relay services are now received and directly administered by VDDHH.

All interstate relay call minutes are reported separately by the relay provider. The cost for providing interstate relay service is then submitted by the provider to the interstate TRS fund administrator for payment.

(6) Complaints —

(i) Referral of complaint. If a complaint to the Commission alleges a violation of this subpart with respect to intrastate TRS within a state and certification of the program of such state under §64.606 is in effect, the Commission shall refer such complaint to such state expeditiously. (ii) Intrastate complaints shall be resolved by the state within 180 days after the complaint is first filed with a state entity, regardless of whether it is filed with the state relay administrator, a state PUC, the relay provider, or with any other state entity.

VDDHH will resolve all intrastate complaints within 180 days after the complaint is first filed with the Commonwealth, regardless of whether the complaint is filed with the Commonwealth relay administrator, a Commonwealth PUC, the relay provider or with any other Commonwealth entity.

(iii) Jurisdiction of Commission. After referring a complaint to a state entity under paragraph (c)(6)(i) of this section, or if a complaint is filed directly with a state entity, the Commission shall exercise jurisdiction over such complaint only if: (A) Final action under such state program has not been taken within: (1) 180 days after the complaint is filed with such state entity; or (2) A shorter period as prescribed by the regulations of such state; or (B) The Commission determines that such state program is no longer qualified for certification under §64.606.

VDDHH understands that if it does not provide a resolution to a complaint that the FCC may exercise jurisdiction.

(iv) The Commission shall resolve within 180 days after the complaint is filed with the Commission any interstate TRS complaint alleging a violation of section 225 of the Act or any complaint involving intrastate relay services in states without a certified program. The Commission shall resolve intrastate complaints over which it exercises jurisdiction under paragraph (c)(6)(iii) of this section within 180 days.

VDDHH understands that the Commission will resolve intrastate complaints over which it exercises jurisdiction under paragraph (c)(6)(iii) of this section within 180 days.

(v) Complaint procedures. Complaints against TRS providers for alleged violations of this subpart may be either informal or formal. (A) Informal complaints - (1) Form. An informal complaint may be transmitted to the Consumer & Governmental Affairs Bureau by any reasonable means, such as letter, facsimile transmission, telephone (voice/TRS/TTY), Internet e-mail, or some other method that would best accommodate a complainant's hearing or speech disability. (2) Content. An informal complaint shall include the name and address of the complainant; the name and address of the TRS provider against whom the complaint is made; a statement of facts supporting the complainant's allegation that the TRS provided it has

violated or is violating section 225 of the Act and/or requirements under the Commission's rules; the specific relief or satisfaction sought by the complainant; and the complainant's preferred format or method of response to the complaint by the Commission and the defendant TRS provider (such as letter, facsimile transmission, telephone (voice/TRS/TTY), Internet e-mail, or some other method that would best accommodate the complainant's hearing or speech disability). (3) Service; designation of agents. The Commission shall promptly forward any complaint meeting the requirements of this subsection to the TRS provider named in the complaint. Such TRS provider shall be called upon to satisfy or answer the complaint within the time specified by the Commission. Every TRS provider shall file with the Commission a statement designating an agent or agents whose principal responsibility will be to receive all complaints, inquiries, orders, decisions, and notices and other pronouncements forwarded by the Commission. Such designation shall include a name or department designation, business address, telephone number (voice and TTY), facsimile number and, if available, internet e-mail address. (B) Review and disposition of informal complaints. (1) Where it appears from the TRS provider's answer, or from other communications with the parties, that an informal complaint has been satisfied, the Commission may, in its discretion, consider the matter closed without response to the complainant or defendant. In all other cases, the Commission shall inform the parties of its review and disposition of a complaint filed under this subpart. Where practicable, this information shall be transmitted to the complainant and defendant in the manner requested by the complainant (e.g., letter, facsimile transmission, telephone (voice/TRS/TTY) or Internet e-mail. (2) A complainant unsatisfied with the defendant's response to the informal complaint and the staff's decision to terminate action on the informal complaint may file a formal complaint with the Commission pursuant to paragraph (c)(6)(v)(C) of this section.

VDDHH will assist as necessary in this process.

(C) Formal complaints. A formal complaint shall be in writing, addressed to the Federal Communications Commission, Enforcement Bureau, Telecommunications Consumer Division, Washington, DC 20554 and shall contain: (1) The name and address of the complainant, (2) The name and address of the defendant against whom the complaint is made, (3) A complete statement of the facts, including supporting data, where available, showing that such defendant did or omitted to do anything in contravention of this subpart, and (4) The relief sought. (D) Amended complaints. An amended complaint setting forth transactions, occurrences or events which have happened since the filing of the original complaint and which relate to the original cause of action may be filed with the Commission. (E) Number of copies. An original and two copies of all pleadings shall be filed. (F) Service. (1) Except where a complaint is referred to a state pursuant to §64.604(c)(6)(i), or where a complaint is filed directly with a state entity, the Commission will serve on the named party a copy of any complaint or amended complaint filed with it, together with a notice of the filing of the complaint. Such notice shall call upon the defendant to satisfy or answer the complaint in writing within the time specified in said notice of complaint. (2) All subsequent pleadings and briefs shall be served by the filing party on all other parties to the proceeding in accordance with the requirements of §1.47 of this chapter. Proof of such service shall also be made in accordance with the requirements of said section. (G) Answers to complaints and amended complaints. Any party upon whom a copy of a complaint or amended complaint is

served under this subpart shall serve an answer within the time specified by the Commission in its notice of complaint. The answer shall advise the parties and the Commission fully and completely of the nature of the defense and shall respond specifically to all material allegations of the complaint. In cases involving allegations of harm, the answer shall indicate what action has been taken or is proposed to be taken to stop the occurrence of such harm. Collateral or immaterial issues shall be avoided in answers and every effort should be made to narrow the issues. Matters alleged as affirmative defenses shall be separately stated and numbered. Any defendant failing to file and serve an answer within the time and in the manner prescribed may be deemed in default. (H) Replies to answers or amended answers. Within 10 days after service of an answer or an amended answer, a complainant may file and serve a reply which shall be responsive to matters contained in such answer or amended answer and shall not contain new matter. Failure to reply will not be deemed an admission of any allegation contained in such answer or amended answer. (I) Defective pleadings. Any pleading filed in a complaint proceeding that is not in substantial conformity with the requirements of the applicable rules in this subpart may be dismissed.

VDDHH will assist as necessary in this process.

Supplemental Information:

Intrastate Virginia CapTel complaints are processed in the following manner for VDDHH by its CapTel provider:

Virginia's CapTel provider and its subcontractor respond to all complaints and service, network or equipment inquiries from users and/or the Commission in a timely and professional manner. The CapTel Customer Service Department receives expressions of concern and requests for assistance via email, phone, or fax.

Each complaint is addressed promptly with the goal of 'same day service' when technically feasible. The CapTel Customer Service Department documents all follow-up information and resolution.

All complaint activity is reported to the Commonwealth on a monthly basis regarding the number of customer service inquiries categorized by topic areas, including a separate log of complaints and complements with the date the complaint or compliment was logged, the nature of the complaint or compliment, the date of resolution and how it was resolved.

If the user is not satisfied with the resolution of the complaint by the CapTel customer service department or with any action taken, Hamilton Relay's monthly report to the Commonwealth will so state. The user then has the opportunity to have the complaint and action of Hamilton Relay reviewed by the Commonwealth for such action as it may deem appropriate in accordance with its rules and regulation. The Commonwealth will act on such complaint no later than 180 days from the filing of the complaint.

VDDHH will process all complaints referred by the Federal Communications Commission for intrastate Captioned Telephone Service for the Commonwealth of Virginia. The Commonwealth will cooperate in the investigation or resolution of any and all complaints concerning the Virginia CapTel with the FCC.

(7) Treatment of TRS customer information. Beginning on July 21, 2000, all future contracts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service provision. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order.

The contract between VDDHH and The Hamilton Telephone company d/b/a Hamilton Telecommunications provides for the transfer of CapTel customer profile data from Hamilton to the incoming CapTel vendor. Hamilton will provide the above mentioned data to the new vendor at least 60 days prior to the conclusion or termination of the contract.

Hamilton does not and will not use this data for any purpose other than connecting the Virginia CapTel user to his/her called party. Hamilton has not and will never make any relay information available for sale or distribution. Hamilton will not sell, distribute, share or reveal in any way the information referenced above.

Section III



Public Access to Information Virginia Relay Outreach Program

Questions or concerns related to this portion of the application may be directed to:

Clayton E. Bowen
Relay and Technology Programs Manager
Virginia Department for the Deaf and Hard of Hearing
1602 Rolling Hills Drive, Suite 203
Richmond, VA 23229-5012
(804) 662-9502 v/t
(804) 662-9718 fax
clayton.bowen@vddhh.virginia.gov

Public Access to Relay Information

The Virginia State Corporation Commission requires phone companies to publish public information on the Virginia Relay service in the front of all local telephone directories. The directory information page also includes reference to 7-1-1 relay access and the confidentiality of calls. In their June 1, 2000 Order #PUC000045 related to three-digit relay dialing, the SCC required associated billing inserts that described the service, the availability of 7-1-1, and the difference between 7-1-1 and 9-1-1 be disseminated by all local phone companies by August 31, 2000. In all cases Virginia Relay is presented as a telecommunications service available and beneficial to both text-users and standard telephone users.

Over the past five years, the Department for the Deaf and Hard of Hearing (VDDHH) has also worked with the state's primary internet-based phone service providers, Comcast, Century Link, Verizon, and Cox, to include relay information in their company's customer materials and billing statements. Effective with our 2011 relay contracts for TRS and CTS, both AT&T and Hamilton Relay agreed to subcontract with Devaney and Associates, Inc. of Towson, Maryland for all Virginia Relay marketing and public relations activities. These contracts contain line items for a part-time on-site outreach manager and a \$110,000 budget for TRS, and a full time on-site outreach manager and \$40,000 budget for CTS. The ability to coordinate outreach efforts for two relay services and contracts with a single marketing firm has been extremely effective and efficient in providing public access to information on all Virginia Relay services.

Virginia Relay and VDDHH Outreach Program

In addition to directory information and customer materials, the VDDHH Outreach Program provides public access to information for Virginia Relay. Currently composed of two full-time staff and 12 contracted Outreach specialists, the statewide program provides relay education and training to businesses, consumer organizations, medical facilities, and public safety personnel. Current VDDHH Outreach contracts require annual Relay Forums and at least one Relay workshop be conducted in each of the state's Planning Districts. Of the \$300,000 currently budgeted for VDDHH Outreach program activities, approximately \$40,000 in funding is provided from Virginia Relay.

Since October of 2002, the Virginia Relay Advisory Council (VRAC) has provided oversight for the state's \$200,000 educational and technical assistance campaign to provide public access to information on Virginia Relay. The VRAC sets campaign priorities on a fiscal year schedule and monitors campaign progress on a quarterly basis. For fiscal years 2003 and 2004, a public awareness campaign was launched with the rollout of brochures, print ads, and television commercials. The campaign was amended in mid fiscal year 2004 to include a more directed focus on outreach efforts to seniors and potential VCO users. For fiscal year 2005, the focus was on the appropriate use of 7-1-1 and 9-1-1, with information and trainings to Virginia's 135 Public Safety Answering Points re the acceptance of TTY, VCO, CapTel, and emergency relay calls. In fiscal years 2006 and 2007, the Virginia Relay Partner campaign was conducted where businesses were contacted and encouraged to sign-up as a partner for receipt of relay calls. In turn, contact information for and the types of products or services provided by their business or

organization is listed on an interactive website relay users can access. As of June 30, 2012, there were 685 active Virginia Relay Partners.

In fiscal year 2008, we launched the *Kids Keeping in Touch with Virginia Relay* curriculum for grades 3 through 5 in the state's 1037 public elementary schools. The curriculum provides hearing students with an introduction to hearing disabilities, sign language, relay service, and related technology used by their classmates who are deaf or hard of hearing. The curriculum also meets all current Standards of Learning (SOLs) for the state. The curriculum includes a newly produced DVD on the use of Virginia Relay and offers the technical support of the VDDHH Outreach network to elementary school teachers during presentation of the curriculum. More recently we have expanded availability of the curriculum to requesting private and home-school programs.

Since FY 2009, Outreach efforts have been directed towards the general public with the development of a comprehensive brochure folder outlining all relay features, including traditional relay services provided by the state and internet-based relay services provided at the national level. Each relay service or feature is presented on a separate tab that can be used collectively or distributed to interested parties on an individual basis. The tabs give a general description of the service, its benefits, and instructions on how to place that type of relay call. The new brochure design has been extremely well received with over 9,000 copies distributed to professionals, potential employers, Workforce Centers, and public service organizations. An update and reprint of the brochure is scheduled for fiscal year 2014.

In FY 2010 through FY 2011, Virginia Relay changed our market strategy for print media to target those areas of the state where high-speed internet access was unavailable and where options for relay services are limited to analog applications. Submitted articles and print ads on traditional relay services were placed in weekly newspapers and community periodicals in rural areas of the state, including *Rural Living*, the principal magazine for customers of Virginia's electrical cooperatives. In the Fall of 2011, Virginia Relay and Devaney and Associates prepared an 8-page advertorial celebrating the 20th Anniversary of the AT&T relay center in Norton, Virginia. In addition to a history of the center, the advertorial included information on new relay technology and outreach services available to the community. The advertorial appeared in the primary newspapers in the southwest portion of the state. In FY 2012, outreach efforts refocused on Seniors with hearing loss. Activities included participation in senior health fairs, structured training to the staff of Virginia's Area Agencies on Aging, presentations and relay demonstrations at regional nutrition sites, and advertisement in periodicals targeting Boomers (with aging parents) and Seniors. In cooperation with Hamilton Relay, a thirty-second captioned telephone (CapTel) commercial also began airing in five Virginia media markets. The commercial continues into the Fall of 2012, and based on the number of resulting inquiries from both potential captioning telephone relay users and their family members, has been extremely successful in generating public awareness of relay services.

The VRAC has recently approved relay outreach priorities for FY 2013-2014. VDDHH will begin working with the Virginia Wounded Warriors program to educate Veterans with a hearing loss on relay and related services available to them through VDDHH. Virginia will also give priority to Veterans in our equipment distribution program for receipt of relay-based devices

such as TTYs, VCO, and captioned telephones. VDDHH has plans to contact all Audiologists licensed in Virginia to educate them on traditional relay services, captioned telephone services, and devices available through our equipment distribution program.

Virginia Relay also publishes and disseminates a semi-annual newsletter, *The Commonwealth Caller*. The newsletter focuses on new calling features and technology, current relay service issues, and information on contacting VDDHH staff, agency Outreach, and their local VRAC representative. Recent issues have also included updates to the Virginia Relay Partners Program, information on upcoming Outreach events across the state, and bios and contact information for the relay council member in their area. We also partner with Captioned Telephone, Inc (CTI) to distribute quarterly issues of *CapTel News* which provides helpful hints for people who use CapTel relay services. Approximately one-fourth of our newsletter mailing list is directed to professionals who serve persons who are current or potential relay users, including audiologists, speech-language pathologists, hearing aid dealers, and local human service agencies.

Social Media

In all Virginia marketing materials, the public is also encouraged to visit the website for Virginia Relay, www.varelay.org, the Virginia Relay Facebook page, www.facebook.com/VirginiaRelay, and the Virginia Relay Partner program website, www.relaypartner.org/VirginiaRelay to learn more about relay services in Virginia. Virginia Relay also hosts a Relay Blog at www.varelayblog.org to promote discussions of new relay technology and upcoming relay-related events.

Copies of selected relay outreach materials including documents related to TRS, Captioned Telephone, and Speech to Speech Relay appear in Exhibit C. Outreach materials for the general hearing population including samples of a billing insert, directory page, relay newsletter, ads for periodicals, and a newspaper advertorial are included.

Appendix 1

CODE OF VIRGINIA

§51.5-115. Definitions.

Telecommunications relay service; standards; funding.

A. As used in this section, unless the context requires otherwise, the term:

"Operation" means those functions reasonably and directly necessary for the provision of telecommunications relay service, including contract procurement and administration and public education and information regarding telecommunications relay service.

"Telecommunications relay service" means a facility whereby a person who has a hearing or speech disability using a text telephone and a person using a conventional telephone device can communicate with each other via telephone.

"VITA" means the Virginia Information Technologies Agency.

"Voice carry over" means technology that will enable a deaf or hard-of-hearing person with good speech to use his voice, instead of the text telephone, to communicate back to the hearing person.

B. The Department, with the assistance of VITA, shall be responsible for the provision and operation of telecommunications relay service for all text telephones within the Commonwealth. Telecommunications relay service shall include at a minimum:

1. Twenty-four-hour-a-day, seven-day-a-week statewide access with no limitations or restrictions that are not applicable to voice users of the telephone network;
2. An answer rate that ensures that at least 85% of the incoming calls are operator-answered within 20 seconds and at least 99% of incoming calls are answered within 60 seconds;
3. Technological advances, including the capability of voice carryover; and
4. Adequate facilities and personnel to ensure that calls are interpreted accurately; notwithstanding this provision, unless miscommunication on a call is caused by the willful misconduct of the telecommunications relay service provider, liability of the telecommunications relay service provider shall be limited to the charges imposed on users for the call.

C. All costs associated with the establishment and operation of the telecommunications relay service, including but not limited to personnel costs incurred by the Department for administering the service, shall be funded through a distribution made to the Department in accordance with the provisions of § [58.1-662](#) and any money transferred from the Department as

provided for in subsection D. Such distributions, when appropriate, may be zero. The distributions shall be based on projected costs and special interim distributions may be made if actual costs exceed projections. No distribution shall be made and no funds shall be expended to support any activities that are not reasonably and directly necessary for the operation of the telecommunications relay service as defined in this section.

D. The Department shall transfer any funds received from the National Exchange Carrier Association, or other funding sources for purposes of operating telecommunications relay services, to VITA for costs associated with telecommunications relay service.

(2006, c. [780](#).)

§ 58.1-662. Disposition of communications sales and use tax revenue; Communications Sales and Use Tax Trust Fund; localities' share

A. There is hereby created in the Department of the Treasury a special nonreverting fund which shall be known as the Communications Sales and Use Tax Trust Fund (the Fund). The Fund shall be established on the books of the Comptroller and any funds remaining in the Fund at the end of a biennium shall not revert to the general fund but shall remain in the Fund. Interest earned on the funds shall be credited to the Fund. After transferring moneys from the Fund to the Department of Taxation to pay for the direct costs of administering this chapter, the moneys in the Fund shall be allocated to the Commonwealth's counties, cities, and towns, and distributed in accordance with subsection C, after the payment (i) for the telephone **relay** service center is made to the Department of Deaf and Hard-of-Hearing in accordance with the provisions of § 51.5-115 and (ii) of any franchise fee amount due to localities in accordance with any cable franchise in effect as of January 1, 2007.

B. The localities' share of the net revenue distributable under this section among the counties, cities, and towns shall be apportioned by the Tax Commissioner and distributed as soon as practicable after the close of each month during which the net revenue was received into the Fund. The distribution of the localities' share of such net revenue shall be computed with respect to the net revenue received in the state treasury during each month.

C. The net revenue distributable among the counties, cities, and towns shall be apportioned and distributed monthly according to each county's, city's, and town's pro rata distribution from the Fund in fiscal year 2010.

An amount equal to the total franchise fee paid to each locality with a cable franchise existing on the effective date of this section at the rate in existence on January 1, 2007, shall be subtracted from the amount owed to such locality prior to the distribution of moneys from the Fund.

The Department of Taxation shall adjust the percentage share of distribution from the Fund due to each locality entitled to a distribution from the Fund upon a ruling by the Tax Commissioner in favor of a county, city, or town, provided that any such ruling in favor of a county, city, or town shall not result in more than an aggregate of \$100,000 being redistributed from all other counties, cities, and towns. Counties, cities, and towns are authorized to request such ruling. The

Tax Commissioner shall issue no such ruling changing the current distribution in favor of a county, city, or town unless the county, city, or town provides evidence to the Tax Commissioner that it had collected telecommunications and television cable funds (local consumer utility tax on landlines and wireless, E-911, business license tax in excess of 0.5%, cable franchise fee, video programming excise tax, local consumer utility tax on cable television) in fiscal year 2006 from local tax rates adopted on or before January 1, 2006.

D. For the purposes of the Comptroller making the required transfers, the Tax Commissioner shall make a written certification to the Comptroller no later than the twenty-fifth of each month certifying the communications sales and use tax revenues generated in the preceding month. Within three calendar days of receiving such certification, the Comptroller shall make the required transfers to the Communications Sales and Use Tax Trust Fund.

E. If errors are made in any distribution, or adjustments are otherwise necessary, the errors shall be corrected and adjustments made in the distribution for the next month or for subsequent months.

(2006, c. 780; 2008, cc. 25, 148; 2009, cc. 680, 683; 2010, cc. 285, 365, 385.)

§ 8.01-44.3. Divulgence of communications by qualified interpreters and communications assistants.

If the content of any communication which is facilitated for compensation in the professional capacity of a qualified interpreter, as defined in § 51.5-113, or in the professional capacity of any communications assistant employed by the statewide dual party relay service established under Article 5 (§ 56-484.4 et seq.) of Chapter 15 of Title 56, is divulged by such interpreter or assistant, any such party to the communication aggrieved by such divulgence may recover from such interpreter or assistant the greater of (i) actual damages sustained, together with costs and reasonable attorneys' fees, or (ii) \$100. No such recovery shall be permitted if the interpreter or assistant and the parties to the communication have agreed that the interpreter or assistant may divulge the content of the communication.

(1992, c. 614.)

Appendix 2

VIRGINIA RELAY ADVISORY COUNCIL

BY-LAWS

ARTICLE I – NAME

The name of this body shall be known as the Virginia Relay Advisory Council, hereinafter, referred to as “Council.”

ARTICLE II – AUTHORITY

The Director of the Virginia Department for the Deaf and Hard of Hearing, hereinafter, referred to as “Department”, established the Council to focus on the administration of a statewide education and technical assistance program for the relay service. The Council was also established to focus on relay consumer needs, to advise and make recommendations to the Department, and to transmit information from the Council, the Department, and the contractors to the consumers. The establishment of the Council is in response to Virginia Relay consumers who sought passage of legislation to establish an advisory group for this critical telecommunications service.

In 2001, the Department worked with the Secretary of Health and Human Resources, legislators, the State Corporation Commission, and a roundtable of consumers to establish the Council. Funding for administering the service, including the relay outreach program and Council expenses is in accordance with the provisions of Section 58.1-662 of the Code of Virginia .

ARTICLE III – PURPOSE

The purpose of the Council shall be to initially focus on the administration of a statewide education and technical assistance program for the relay service. The Council will function as a user group providing guidance in such areas as public relations, marketing, education, outreach and needs for consumers of the Virginia Relay service.

The Council’s duties and responsibilities shall also include:

- Ensuring through research and practical experience that Virginia Relay is meeting the needs of its users;
- Collecting feedback from consumers to be shared with the Department, and the contractor;
- Providing advice on meeting the requirements for functional equivalence required by federal law;
- Assisting in transmitting information from the administering agencies and contractor to consumers;
- Providing access to consumers and other interested parties through meetings held in various regions of the Commonwealth as determined by the Advisory Council;
- Providing other assistance to the Department as requested.

ARTICLE IV – MEMBERSHIP

Section 1. Membership. The Council shall be comprised of thirteen voting members and four non-voting members.

A. Voting Membership. The voting Council membership shall consist of thirteen (13) members, representing the various regions of the Commonwealth, as follows:

1. One Member from a statewide consumer organization of deaf individuals, Virginia Association for the Deaf (VAD);
2. One Member from a statewide consumer organization of hard-of-hearing individuals, Hearing Loss Association of America (HLAA)
3. One Member from a statewide organization of late-deafened individuals, Virginia Association for Late Deafened Adults (ALDA);
4. One Member with a physical or sensory disability from a statewide organization from a statewide organization, Virginia Centers for Independent Living (VCIL);
5. One Member from a consumer organization of speech-impaired individuals, Speech & Hearing Association of Virginia (SHAV);
6. One Member from a consumer organization of deafblind individuals, Virginia Association for DeafBlind (VADB);
7. Two Hearing individuals that use Virginia Relay;
8. One Voice Carryover Virginia Relay user;
9. One Speech to Speech Virginia Relay user;
10. One Internet Relay user.
11. One CapTel Relay user.
12. One Video Relay user.

B. Non-voting Membership. The non-voting Council membership shall consist of three (3) members as follows:

1. One member to represent the Department;
2. One member to represent the contractor, AT&T.
3. One member to represent the secondary contractor, Sprint.

C. Ex-Officio Membership. The ex-officio Council membership shall consist of two (2) members as follows:

1. Director – VDDHH
2. Virginia Relay Account Manager

- D. Selection of Members. Potential members of the Council shall be nominated and referred to the Department by the organizations they are to represent. The Department will name the member from the nominees and appoint the member to represent the organization. The Department will also name and appoint the four specified relay consumer members as well as the non-voting members.
- E. Qualifications of Members. Members shall have professional or technical expertise sufficient to enable them to be conversant with the responsibilities of the Council.
- F. Terms. The term for appointed members of the Council shall be three years except for the initial appointments, which shall be staggered and a drawing will be held to decide which members will serve in the following manner:
1. Four members shall serve for one year;
 2. Four members shall serve two years;
 3. Five members shall serve four years.

At the completion of his/her term, a member of the Council shall continue to serve until a successor is appointed. Council members may serve no more than two full consecutive terms, except that a person appointed to fill a vacancy may subsequently serve two (2) full three-year terms.

- G. Vacancies. Any vacancy created by resignation or other means shall be filled to meet the same qualifications and selection manner as the original position and the person appointed to fill the position shall serve for the unexpired term.
- H. Removal of Member. The Council, with agreement from the Director, may remove a member of the Council for incompetence, neglect or malfeasance.
- I. Member Attendance. A member's attendance is expected at all meetings. A Council member who determines that he/she will not be able to attend a meeting shall inform the Council Chairperson and Council Liaison prior to the meeting.
- J. Resignation or Removal of Membership. A Council member may be considered unable to continue serving on Council and is requested to submit his/her resignation to the Council Chairperson and Council Liaison when:
1. The member fails to attend three (3) consecutive meetings.
 2. The member fails to attend (5) meetings during his/her term.
 3. The member's personal and professional obligations no longer permit him/her to attend meetings.
- K. Notification of Absence and Attendance of Substitute. A member who is unable to attend a meeting and has offered notification of such intent to be absent to the Chairperson and the Council Liaison, may designate a substitute to attend the meeting in their behalf. The name of the designated substitute should be given to the Chairperson and the Council Liaison prior to the meeting. The designated substitute shall have all rights of the member at the meeting.

Members represented by designated substitute shall be considered attending for purposes of Article, Section 1, J.

- L. Authority of Individual Members: No member of the Council shall at any time act or purport to act in behalf of or in the name of the Department or the Council without prior authority from the Council and/or the Department.
- M. Compensation and expenses: The members of the Council shall receive no compensation, but shall be paid their necessary travel expenses incurred in the performance of their official duties. Payment of expenses is the responsibility of the Department who uses established state government rates and procedures for such. All remuneration is subject to review and approval of the Department.

ARTICLE V – ORGANIZATION

Section 1. Officers of the Council. Officers of the Council shall be a Chairperson and a Vice-Chairperson.

Section 2. Selection of Officers.

- A. Chairperson. The Chairperson shall be elected by the Council from among its voting membership. The Chairperson shall serve for a two-year term. The incumbent shall be eligible for re-election.
- B. Vice-Chairperson. The Vice-Chairperson shall be elected by the Board from among its membership. She/he shall serve for a two-year term. The Vice-Chairperson shall also be eligible for re-election.
- C. Elections. Elections shall be held in odd numbered years in the month of November with the term of office beginning immediately.

Section 3. Vacancies.

- A. Resignation of Chairperson or Vice-Chairperson. Should the Vice-Chairperson wish to resign prior to the completion of his/her term, he/she shall submit a letter of resignation to the Chairperson and Council Liaison. Should the Chairperson wish to resign prior to completion of his/her term, he/she shall submit a letter of resignation to the Vice-Chairperson and the Council Liaison.
- B. Chairperson Vacancy. In the case of the Chair being vacant, the Vice-Chairperson shall serve as the temporary Chairperson until the next Board meeting, at which time a new election shall be held to fulfill the remainder of the original term.

Section 4. Duties of Officers.

- A. Chairperson. The Chairperson shall preside at all meetings of the Council, shall be a member ex-officio of all standing committees, and shall perform such other duties as may be imposed by action of the Council or as set forth in other sections of these regulations. He/she will serve as spokesperson for the Council between meetings. The Chairperson will sign

documents in the name of the Council as required. The Chairperson will also officially represent the Council as necessary or designate an alternate to do so.

- B. Vice-Chairperson. The Vice-Chairperson shall serve in the absence of the Chairperson of the Council and perform such other duties as may be imposed by action of the Council or as set forth in other sections of these regulations.

Section 5. Committees.

- A. Committees. Special Committees or work groups shall be appointed by the Chairperson whenever the Council deems them necessary. Members of these committees shall consist of voting and non-voting members, with the chair of the committee always being a voting member of the Council. A special committee shall be restricted to its assigned task, shall report its recommendations to the Council, and shall be dissolved when its report is complete and accepted by the Council.

ARTICLE VI – DUTIES AND RESPONSIBILITIES

It is the responsibility of members of the Council to:

- A. Act in an advisory capacity to the Department regarding the administration of a statewide education and technical assistance program for the relay service.
- B. Review and recommend marketing, public information, educational, awareness and outreach programs to inform more citizens of the Commonwealth on relay services.
- C. Review the expenditures of funds for the program.
- D. Act in an advisory capacity to the Department regarding the needs of relay users through research and feedback from consumers.
- E. Provide advice on functional equivalence required by federal law.
- F. Assist in the transmitting of information from the Council, the Department, the SCC and the contractor to the consumers.
- G. Provide access to consumers and other interested parties through meetings held in various regions of the Commonwealth as determined by the Council.
- H. Perform any other duties necessary to properly advise the Department as to the administration of the program.

ARTICLE VII – MEETINGS

Section 1. Regular Meetings. The Board shall meet at the call of the Chairperson not less than three times per year. The time and place of a regular meeting may be changed provided notification is given to members not less than fourteen days in advance. The regular meeting minutes shall be provided to all members no less than thirty (30) days prior to the next scheduled meeting.

Section 2. Special Meetings. Special meetings may be called by the Chairperson or by written request of any five voting members of the Council. Notice to all members stating the time, place, and purpose of any special meeting shall be provided as early as possible, but not less than seven days prior to the meeting. Matters considered in any special meeting shall be limited to the purpose created. The minutes of the special meeting shall be provided to all members within thirty (30) days of the conclusion of that special meeting.

Section 3. Agenda

- A. Council members shall send proposed agenda items to the Council Liaison fifteen (15) days prior to a scheduled meeting. The Chairperson and the Council Liaison shall then determine a proposed agenda. The Chairperson and/or the Council Liaison shall provide copies of the tentative agenda and copies of reports and other materials to be acted upon to each Council member at least ten (10) days prior to the meeting.
- B. Additional items may be placed on the agenda if approved by a majority of voting members present, during the acceptance of the proposed agenda at the beginning of each meeting.
- C. Copies of the agenda shall be available at each meeting for the public.

Section 4. Quorum. Seven voting Council members shall constitute a quorum for the transaction of business.

Section 5. Voting. All action taken by the Council shall require a majority vote of the Council members present. Only the voting member or their designated substitute, identified prior to the meeting, shall have the right to vote. Consumers representing consumer groups that are not voting members have no voting rights.

Section 6. Meeting to be Public. All regular and special meetings of the Council shall be open to the public. All meetings shall be held in facilities, which are accessible and free of barriers to participation, by individuals with disabilities. Sign language interpreters and Computer Assisted Real Time (CART) will be provided at all meetings. Any other accommodations required by Council members or the public with disabilities, for participation in meetings, must be requested four (4) weeks in advance and shall be provided to the Council Liaison representative.

Section 7. Citizen Participation:

- A. Individuals or representatives of groups may speak on agenda topics at the beginning of each meeting provided they have notified the Chairperson of their desire to do so prior to the meeting being called to order. Such individuals or group representatives will be allotted up to ten minutes to present their information to the Council. The Council may, by majority vote, extend such time limit, as it deems appropriate.
- B. After the Council has dispensed with items on the agenda, members of the public will be permitted ten minutes to speak on non-agenda matters. The Council may, by majority vote, extend or further limit time on such appearance if it deems appropriate.
- C. Except in emergencies, the Council shall not attempt to decide upon any question before examining and evaluating the information any person requests the Council to consider. A Committee of the Council shall be given an opportunity to examine and to evaluate all such information and to recommend action before the Council makes a decision.

Section 8. Recordings of Meetings. The Executive Secretary of the Department shall attend all meetings and be responsible for recording attendance at and proceedings of all actions of the Council meetings. Typed minutes of each meeting shall be signed by the Chairperson and the Director or the Executive Secretary taking minutes and shall be maintained as public record in the custody of the Department. These minutes shall be sent to each Council member and approved at the next Council meeting.

Section 9. Adjourned Meetings. Adjourned meetings may be held as the business

or the Council requires. At the time of adjournment, the time, date, and the place of the continuation of the meeting or next meeting shall be determined and announced.

Section 10. Parliamentary Authority. Meetings shall be conducted in accordance with Robert's Rule of Order, Revised Edition except as otherwise provided herein.

ARTICLE – VIII REPORTING

The Council shall at any time and at its discretion make and submit to the Director a report of its findings and recommendations.

ARTICLE – IX PUBLIC NOTICE

Timely notice, two (2) months in advance, of all Council meetings shall be disseminated to the public statewide through the Commonwealth calendar.

ARTICLE – X AMENDMENTS

These by-laws may be amended at any meeting by a majority vote of members present, provided that the proposed amendment has been provided to the membership at least fifteen (15) days prior to the meeting. The fifteen (15) days notice may be waived by unanimous consent of members present at a meeting.

ARTICLE XI – TERMINATION

The Council shall continue its function and duties until terminated by the Department.

Revised 04/07

EXHIBIT A Current TRS Contract with AT&T

EXHIBIT B Current CTS Contract with Hamilton Relay

EXHIBIT C Samples of Public Access and Relay Outreach Materials

All Exhibits Submitted Separately